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I&A Features

The recent updates have streamlined access when it comes to managing your information in NPPES, PECOS, and HITECH. **If you accessed any of these systems prior to October 7th 2013, your existing account will still work just as it did previously, and has been updated to take advantage of the new features.**

Create an Account

Depending on the type of user you are, and how you have setup your account, I&A will allow you to access various CMS computer systems such as NPPES, PECOS, and HITECH and perform actions such as creating an NPI or updating Medicare Enrollment information.

Retrieve and Reset Forgotten Usernames and Passwords

All Users will have the ability to retrieve forgotten user IDs and reset forgotten passwords through the online tools, rather than contacting CMS External Users Services (EUS).

Unlock an Account

Users who lock their account by incorrectly entering the User ID and/or Password incorrectly will have the opportunity to unlock their account through the online tools, rather than contacting CMS External User Services (EUS).

Register to access CMS Systems on behalf of your Organization

Authorized and Delegated Officials will be able to add their Organization as an employer in I&A, in order to access PECOS or HITECH on behalf of their Organization, or so their 3rd Party Organization can work on behalf of Providers.

Add and Manage Staff within your Organization

I&A allows Authorized and Delegated Officials to add and remove Staff from their Organization, and control the functions accessible to those staff.

Work in CMS Systems on behalf of Individual or Organizational Providers

I&A allows its users to quickly and securely manage connections between Individual Providers or Organizational Providers, and their relationships with Surrogates who work on their behalf.

IMPORTANT NOTE:

Registering/Updating Information in the Identity & Access Management (I&A) System

Registering or updating information in the I&A system does not automatically enroll you in Medicare, register you for an NPI, or perform any other actions or updates in the PECOS, NPPES, or HITECH systems.

If you created your account prior to October 7th 2013, and the information shown under your profile information, employers, or connections is not accurate please see the Frequently Asked Questions (FAQ) for more information on how to update your information.

Connections in the Identity & Access Management (I&A) System

Group Practices or any other Organization who act on behalf of Providers as Surrogates, and have 1,000 or more Connections to Individual Providers (EPs) in the Identity & Access Management (I&A) system may experience an issue when attempting to access records for these providers in PECOS or in HITECH (R&A). Until a fix can be implemented you can avoid any issues by reducing the number of EPs that any one Staff End User within your Organization has connections to within I&A. If a user acts on behalf of 1,000 or less EPs they should not have any issues accessing records within PECOS or HITECH(R&A).

What Type of User are You?

Review the terms. Which term best defines you and your organization? Depending on your situation it may change.

Individual Provider/Supplier

- An individual that provides services to Medicare beneficiaries and submits claims to Medicare and/or reassigns benefits to an **Organizational Provider** (such as a group practice or hospital) that submits claims to Medicare on their behalf (e.g., Provider working for a Group Practice, or Solo Provider).
- Must have or be eligible for a Type 1 NPI in NPES.

Organizational Provider

- An Organization that provides medical items and/or services to Medicare beneficiaries (e.g., DMEPOS Supplier, Physician Group Practice, Hospital, etc...) that submits claims to the Medicare Part A and/or Part B programs
- Must have or be eligible for a Type 2 NPI in NPES.

3rd Party Organization

- A third-party organization (e.g., billing agency, credentialing consultant, or other staffing company) that has business relationships with **Individual Providers** or **Organizational Providers** to work on their behalf.

Authorized Official (AO)

- An appointed official of an **Organizational Provider** or **3rd Party Organization** with the authority to legally bind that organization and conduct business on behalf of the organization. If an **Organizational Provider**, also ensure the organization's compliance with Medicare statutes, regulations and instructions.
- Able to initiate or accept connections, and manage staff on behalf of his or her organization.

Delegated Official (DO)

- An individual, delegated by the Authorized Official of an **Organizational Provider** or **3rd Party Organization**, with the authority to legally bind the organization and conduct business on behalf of the organization. If an **Organizational Provider**, also ensure the organization's compliance with Medicare statutes, regulations and instructions.
- Able to initiate or accept connections, and manage staff on behalf of his or her organization.

Staff End User (SEU)

- An individual (e.g., Credentialing Specialist, Office Manager, etc...) who has been approved by an Authorized or Delegated Official of an **Organizational Provider** or **3rd Party Organization**, or who has been approved by an **Individual Provider**, as an employee of that Organization, or is employed by that Provider.
- An employee of an **Individual Provider** or **Organizational Provider** that is authorized to access, view, and modify information within a CMS computer systems on behalf of their employer

Surrogate

- An **Organizational Provider** that has a business relationship with an **Individual Provider** to access, view, and modify information within CMS computer systems on their behalf;
- OR
- A **Third-Party Organization** that has a business relationship with an **Individual Provider** or **Organizational Provider** to access, view, and modify information within CMS computer systems on their behalf.

What You Can Do?


Role	Represent an Organization	Manage Staff	Approve/Manage Connections	Act on behalf of a Provider in CMS systems
Individual Provider	Yes	Yes	Yes	Yes
Authorized Official	Yes	Yes	Yes	Yes
Delegated Official	Yes	Yes	Yes	Yes
Staff End User	No	No	No	Yes
Surrogate	No	No	No	Yes

Examples - Setting Up Your Account

Create Your Account

If you have received an Invitation Email containing a PIN and you don't yet have an I&A account, follow the instructions in section ***How New I&A Users Register from a Staff End Users (SEU) or Delegated Official (DO) Invitation.***

If you have received an Invitation Email containing a PIN and you already have an I&A account, follow the instructions in section ***How an Existing I&A User Responds to a Staff End Users (SEU) or Delegated Official (DO) Invitation.***

1. click  button or select the [register](#) link on the I&A login page and you will be navigated to the User Registration page.


Centers for Medicare & Medicaid Services

Identity & Access Management System
[? Help](#)

Authorized users are able to sign in to the Identity & Access Management System. If you are a new user you must first [register](#).

Sign In

* indicates required field(s)

* **User ID:**

* **Password:**

Sign In

[? Forgot Password](#)

[? Retrieve Forgotten User ID](#)

[? Enter your PIN](#)

One account to access multiple systems

Create one account with the Identity & Access Management System to manage access to NPPES, PECOS, and EHR incentive programs, manage staff, and authorize others to access your information. **Create Account Now**



Use this system to register for Medicare or update your current enrollment information.



Register to receive EHR incentive payments for eligible professionals and hospitals that adopt, implement and upgrade or demonstrate meaningful use with certified EHR technology.



Use this system to apply for and manage National Provider Identifiers (NPIs).



Quick Reference Guide
Overview of features and tools to manage your account.




Frequently Asked Questions
Answers to common questions about registration, who should register, and how to manage your account.

2. Enter your email address and the text seen in the image on the User Registration page. If you have trouble seeing the image you can either select the Listen to Audio link or select the



icon to have the image refreshed.


Once you have successfully entered the required data, select the **Submit** button

 **Centers for Medicare & Medicaid Services**

Identity & Access Management System [Help](#)



User Registration

* indicates required field(s)

 **Note:** The e-mail address provided must be a unique e-mail address for you, and will be the e-mail address used to contact you regarding your user account.


* **E-mail Address:**


* **Confirm E-mail Address:**

  [Listen to audio](#)

* **Enter the text from the image above:**

| [Cancel](#)


 **Quick Reference Guide**

 **Frequently Asked Questions**

Overview of features and tools to manage your account.

Answers to common questions about registration, who should register, and how to manage your account.

- Enter the required data on the User Security page and select the **Continue** button. Security Questions and Answers cannot be duplicated. You must select 5 different questions, each having a unique answer (different from the other 4 answers).


Centers for Medicare & Medicaid Services

Identity & Access Management System
[Help](#)

User Registration - User Security

Step 1
User Security

Step 2
User Info

Final
Review

* indicates required field(s)

* **User ID:**

* **Password:**

* **Confirm Password:**

User ID

- Must be 6-12 alphanumeric characters and unique within the Identity & Access Management System and NPPES.
- Must not contain more than four digits, nor spaces or special characters.
- Must not contain personally identifiable information such as SSN or NPI.

Password

- Must be 8-12 alphanumeric characters.
- Must contain at least one letter and one number.
- May not contain any special characters nor be the same as the User ID.


Please select five different security questions and enter their answers below:

* Question 1:	* Answer 1:
<input type="text" value="Select"/>	<input type="text"/>
* Question 2:	* Answer 2:
<input type="text" value="Select"/>	<input type="text"/>
* Question 3:	* Answer 3:
<input type="text" value="Select"/>	<input type="text"/>
* Question 4:	* Answer 4:
<input type="text" value="Select"/>	<input type="text"/>
* Question 5:	* Answer 5:
<input type="text" value="Select"/>	<input type="text"/>

Continue


Cancel


4. Enter the required data on the User Information page and select the **Continue** button.


Centers for Medicare & Medicaid Services
Logged in as johndoe1986 [Sign Out](#)

Identity & Access Management System
[? Help](#)

User Registration - User Information

Step 1 
User Security

Step 2 
User Info

Final Review

Please provide the details below. They will be used to verify your identity. [« Back to Previous Page](#)

* indicates required field(s)

* **First Name:**

Middle Name:

* **Last Name:**

Suffix:

* **Business Phone Number:**

Fax Number:

* **Date of Birth:** (MM/DD/YYYY)

* **SSN:**

Primary E-mail Address:
john.doe@email1.com

* **Personal Phone Number:**

* **Home Address Line 1:**

Home Address Line 2:

* **City:**

* **Country:**

* **State/ Province/ Territory:**


* **Postal/ZIP Code:**

Continue

Cancel

5. The system will attempt to standardize your address to meet USPS standards. If the standardized address is different from what you entered. The system will alert you. We encourage you to use the standardized address unless it is incorrect.

Select your address

 **Important Note: Your address has been standardized.**
Your address has been standardized to USPS standards to your ensure contact information is accurate. Both the address you entered and your standardized address are displayed below. If the standardized address is incorrect, you may choose to use the address you entered by selecting it below. If you wish to modify the address, select Cancel to return to the address entry page.

☒ **Use Standardized Address:**
719 W Holly Ave
Sterling, VA 20164-4621
United States


☐ **Use The Address I Entered:**
719 W Holly Ave
Sterling, VA 20164
United States

Continue

6. Your registration is complete, select the **Continue to Homepage** button to be navigated to your I&A Home page.



You have successfully created your I&A account.

 Centers for **Medicare & Medicaid** Services

Logged in as JohnDoe286 [Sign Out](#)

Identity & Access Management System [Help](#)

[Home](#) [My Profile](#) [My Connections](#)

[Home](#)

Welcome to the Identity and Access Management System!

Are you an Individual Provider?

We have not been able to locate an NPI record that matches the information you provided. If you are an individual who provides health care services, please [register for an NPI](#) (or update your existing information) before you login to any additional CMS systems.

Are you responsible for an Organization?


If you are the Authorized or Delegated Official for a Healthcare Organization (or a 3rd Party Company, such as a billing or credentialing management company that does not provide health care services, but works on behalf of health care providers), select the My Profile section and add your employers to begin the approval process.


None of above?


If you do not match either description above, please review the Frequently Asked Questions (FAQ) below and/or contact your supervisor and ask that they invite you to register as a member of their staff. If they have not registered already, they will need to do so.

News & Alerts

EUS Contact Information:
External User Services
(EUS)
PO Box 792750
San Antonio, Texas 78279
<https://eus.custhelp.com>

 **Quick Reference Guide**
Overview of features and tools to manage your account.

 **Frequently Asked Questions**
Answers to common questions about registration, who should register, and how to manage your account.

 Centers for Medicare & Medicaid Services

Logged in as JohnDoe286 Sign Out
Last Logged on 09/12/2016 09:32AM

Identity & Access Management System [Help](#)

HomeMy ProfileMy Connections

My Profile

My Information

Name: John Doe

Date of Birth: 07/07/1991

SSN: XXX-XX-0290

Business Phone Number: 888-123-1234 X 222

Fax Number: 888-909-9999

Home Address: 719 W Holly Ave
Sterling VA 20164-4621
United States

Personal Phone Number: 703-430-9207

[Modify My Information](#)

Primary E-mail Address: john.doe@email.com

[Modify Primary E-mail](#)

Password

Your Password will expire in **60 day(s)**.
[Change Password»](#)

Security

[Change Security Questions & Answers »](#)

Employer Information

Employer ▼	My Role with this Employer ▼	My Status with this Employer ▼	PECOS	EHR	NPPES (Future)
No Employer Exists					


If you wish to add an employer, click "Add an Employer". [Add an Employer](#)

Changes to your access to a provider in PECOS or the EHR Incentive Program may not take effect for up to 8 hours.

If you are requesting to be an AO or DO for an employer and you are an approved AO or DO in PECOS for that employer, your request will be automatically approved within 24 hours.

Unlock an Account or Reset Forgotten Password

Your account will be locked if you incorrectly entered your User ID and/or Password three times. When this happens you will receive the following error message and will have the opportunity to unlock your account online by resetting your Password.


 Attention: This user account is locked. Please select [Forgot Password](#) to unlock your account.

1. Select the **Forgot Password** hyperlink within the error message or below the **Sign In** button on the [I&A Sign In](#) page.
2. On the [Reset Forgotten Password – User ID](#) page, enter the User ID associated with locked account and click the **Continue** button.



The screenshot shows the CMS Identity & Access Management System interface. At the top, the CMS logo and 'Centers for Medicare & Medicaid Services' are displayed. Below this, the page title 'Identity & Access Management System' is shown, along with a 'Help' link. The main content area is titled 'Reset Forgotten Password - User ID'. It includes a legend stating '* indicates required field(s)'. A red asterisk is placed before the 'User ID:' label. Below the label is a text input field. A link labeled '? Retrieve Forgotten User ID' is positioned below the input field. At the bottom of the form is a 'Continue' button with a right-pointing arrow. A 'Back to Previous Page' link is located in the top right corner of the form area.

- On the Reset Forgotten Password – Challenge Information page, you have the choice of either entering the User Information associated with your locked account or answering three of your Security Questions. Enter the data and click the appropriate **Continue** button.

 Centers for **Medicare & Medicaid** Services

Identity & Access Management System Help

Reset Forgotten Password - Challenge Information

[« Back to Previous Page](#)

Note: To reset your password you will need to successfully complete one of the following two options:

- Correctly answer three Security Questions associated with your account.
- Enter the User Information associated with your account.

If you choose Option 1, and are unable to correctly answer three of the Security Questions associated with your account, you will be required to complete Option 2 and correctly enter the User Information associated with your account before being allowed to reset your password.

* indicates required field(s)

Security Questions

***Security Question 1:**
What size shoe do you wear?

***Security Question 2:**
What is your favorite food?

***Security Question 3:**
Who is your mortgage lender?

Continue

OR

User Information

*** Social Security Number (Enter Last 4 Digits):**

*** Date of Birth:**
Ex: (MM/DD/YYYY)

*** First Name:**

*** Last Name:**

*** Personal Phone Number:**

*** Home ZIP/ Postal Code:**

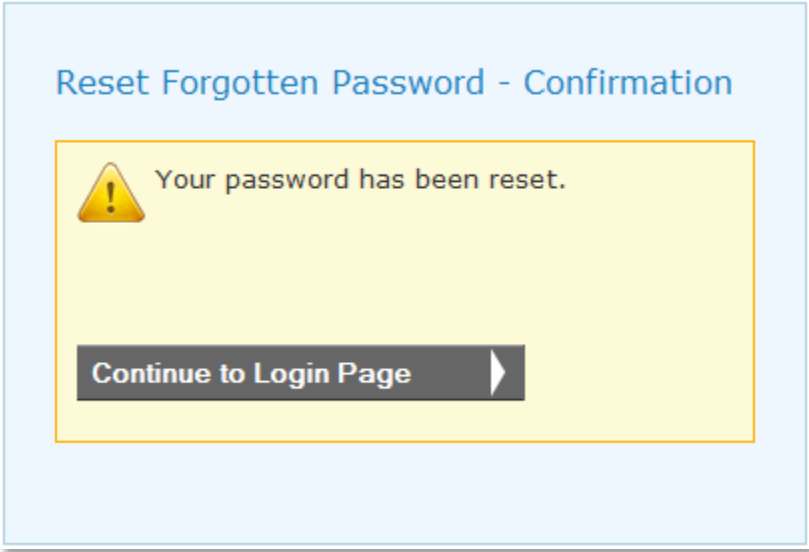
Continue

4. On the Reset Password page, enter your new password and click the **Reset** button.



The screenshot shows the 'Reset Password' page. At the top left is the title 'Reset Password' and at the top right is a link '< Back to Previous Page'. Below the title is a note: '* indicates required field(s)'. The main content area is a light blue box with the instruction 'Please enter a new password, and the new password again for verification:'. Inside this box, there are two input fields: '* New Password:' and '* Retype New Password:'. To the right of these fields is a 'Note:' section with four bullet points: 'Passwords may only be changed once every 24 hours.', 'Must be 8-12 alphanumeric characters.', 'Must contain at least one letter and one number.', and 'Must not start with a number.' At the bottom of the page, there is a dark grey 'Reset' button with a right-pointing arrow, followed by a vertical line and a blue 'Cancel' link.

5. When you receive the Reset Forgotten Password – Confirmation, you will have successfully unlocked the account without involving EUS. You can then click the **Continue to Login Page** button to login to I&A or navigate to the PECOS/EHR system and login.



The screenshot shows the 'Reset Forgotten Password - Confirmation' page. The title 'Reset Forgotten Password - Confirmation' is at the top. Below the title is a yellow box with a warning icon (a triangle with an exclamation mark) and the text 'Your password has been reset.' At the bottom of the yellow box is a dark grey button with the text 'Continue to Login Page' and a right-pointing arrow.

Retrieve Forgotten User ID

- On the [I&A Sign In page](#) select the **Retrieve Forgotten User ID** hyperlink.
- On the [Retrieve Forgotten User ID - Information](#) page, you can choose to enter your *E-mail Information* OR *User Information* associated with your account and then click the **Continue** button.
- When you choose to enter your *E-mail Information*, on the [Retrieve Forgotten User ID - Confirmation](#), you will see that your user ID has been sent to the e-mail address provided. Click the **Continue to Login Page** button to continue.
- When you choose to enter User Information associated with your account, on the [Retrieve Forgotten User ID - Confirmation](#) page, you will see the user ID associated with your user information. Click the **Continue to Change Password** button to continue.
- On the [Reset Password](#) page, enter your new password and click the **Reset** button.
- On the [Reset Forgotten Password - Confirmation](#) page, you will see that your password has been reset. Click the **Continue to Login Page** button to continue. You will also receive a confirmation e-mail informing you that your password has been changed.

See an example screen shot of the Retrieve Forgotten User ID - Information page below

Identity & Access Management System [Help](#)

Retrieve Forgotten User ID - Information [« Back to Previous Page](#)

Note: You have two options for retrieving your User ID.

1. To have your User ID e-mailed to you, enter an e-mail address associated with your account.
2. To have your User ID immediately displayed to you, enter the User Information associated with your account.

If you choose to receive your User ID by e-mail and do not receive the e-mail within 24 hours, please return to this page and enter the User Information associated with your account.

* indicates required field(s)

E-mail Information **OR** **User Information**

*** E-mail Address:**

Continue

*** Social Security Number (Enter Last 4 Digits):**

*** Date of Birth:**
Ex: (MM/DD/YYYY)

*** First Name:**

*** Last Name:**

*** Personal Phone Number:**

*** Home ZIP/ Postal Code:**

Continue

Register as an Authorized Official, Delegated Official, or Staff End User for your employer

Once you have created your I&A account by following the instructions outlined in the **Create Your Account** section of this document, you can request to be an Authorized or Delegated Official for your organization.

1. Log in to your I&A account.
2. On the **Home** tab please read the “Are responsible for an Organization?” paragraph. It will instruct you to select the My Profile tab

Home **My Profile** My Connections

Home

Welcome to the Identity and Access Management System!

Are you an Individual Provider?

We have not been able to locate an NPI record that matches the information you provided. If you are an individual who provides health care services, please [register for an NPI](#) (or update your existing information) before you login to any additional CMS systems.

Are you responsible for an Organization?

If you are the Authorized or Delegated Official for a Healthcare Organization (or a Company that does not provide health care services, but works on behalf of health care providers), select the My Profile section and add your employers to begin the approval process.

None of above?

If you do not match either description above, please contact your supervisor and ask that they invite you to register as a member of their staff. If they have not registered already, they will need to do so.

News & Alerts

EUS Contact Information:
 External User Services (EUS)
 PO Box 792750
 San Antonio, Texas 78279
Phone: 1-866-484-8049
TTY: 1-866-523-4759
EUSsupport@cqi.com

3. On the **My Profile** tab, scroll to the bottom of the page - under Employer Information - and select the **Add an Employer** button.

Employer Information

Employer ▼	My Role with this Employer ▼	My Status with this Employer ▼	PECOS	EHR	NPPES
No Employer Exists					

If you wish to add an employer, click "Add an Employer". [Add an Employer](#)

4. On the [My Profile - Add Employer Search](#) page, enter criteria to search for your employer and click the **Search** button. (NPI Search is recommended for Organizational Providers with an existing NPI.)

Identity & Access Management System? [Help](#)

[Home](#) [My Profile](#) [My Connections](#)

My Profile ► [Add Employer Search](#) [« Back to Previous Page](#)

Search for Organizations or Individual Providers that you wish to be associated with as your employer. You can search by entering one or more of the following: Organization Name, Individual Provider's Last Name, City, State, ZIP or NPI. If you are searching for a Provider to work on their behalf, please use My Connections.

Organization Name:	<input type="text"/>	NPI:	<input type="text"/>	<input type="button" value="Search"/>
First Name:	<input type="text"/>	Last Name:	<input type="text"/>	
City:	<input type="text"/>	State:	SE - Select One <input type="button" value="v"/>	ZIP: <input type="text"/>

5. If your Employer is returned in the search, select the Employer from the list by clicking on the radio button next to the employer.
 - NOTE: If your Employer is not found in the Search, click the **Add Employer Not in List** button. Enter all of the required fields; select the e-mail address that you wish to use for the Employer.

Identity & Access Management System
[? Help](#)

Home

My Profile

My Connections

My Profile ▶ [Add Employer Search](#) [« Back to Previous Page](#)

Search for Organizations or Individual Providers that you wish to be associated with as your employer. You can search by entering one or more of the following: Organization Name, Individual Provider's Last Name, City, State, ZIP or NPI. If you are searching for a Provider to work on their behalf, please use My Connections.

Organization Name:

NPI:

[Search](#)

First Name:

Last Name:

City:

State: ▼

ZIP:

Search Results

	Name	Doing Business As	NPI	Address	View NPI	View Other Name
<input type="radio"/>	Audiological Associates, Inc.		1508005182	46440 Benedict Dr Ste 101 Sterling, VA 20164 United States	View NPI(s)	View Other Name(s)

If your employer information does not exist, please select "Add Employer Not in List". [Add Employer Not in List](#)

6. Once you click on the radio button, the page will expand so that you can select the role you are requesting for this employer:
 - **Authorized Official** (signatory for your organization authorized to legally bind the organization in agreements)
 - **Delegated Official** (managing users, updating account information for your provider/organization)
 - **Staff End User** (working in approved CMS applications for your provider/organization)

Identity & Access Management System ? Help

Home
My Profile
My Connections

My Profile ▶ Add Employer Search [« Back to Previous Page](#)

Search for Organizations or Individual Providers that you wish to be associated with as your employer. You can search by entering one or more of the following: Organization Name, Individual Provider's Last Name, City, State, ZIP or NPI. If you are searching for a Provider to work on their behalf, please use My Connections.

Organization Name:
First Name:
City:

NPI:
Last Name:
State:

ZIP:

Search Results

Name	Doing Business As	NPI	Address	View NPI	View Other Name
• Audiological Associates, Inc.		1508005182	46440 Benedict Dr Ste 101 Sterling, VA 20164 United States	<input type="button" value="View NPI(s)"/>	<input type="button" value="View Other Name(s)"/>

Important Note: Once approved, Authorized Officials and Delegated Officials will automatically have access to all Business Functions for their employer and any provider they have been granted access to. Staff End Users must be granted access to Business Functions by an Authorized Official or Delegated Official of the employer.

* Identify the Contact E-mail Address for this Employer:

☒ Use My Primary E-mail Address
 OR Enter Employer E-mail Address:

Confirm E-mail Address:

* Please select the role you are requesting for this employer:

-- Select One --

-- Select One --

Authorized Official (signatory for your organization authorized to legally bind the organization in agreements)

Delegated Official (managing users, updating account information for your provider/organization)

Staff End User (working in approved CMS applications for your provider/organization)

If your employer information does not exist, please select "Add Employer Not in List".

|
[Cancel](#)

7. Depending on the Role selection you make the page will further expand.
Authorized Officials must attest to being an Authorized Official for your employer by checking the checkbox.

Important Note: Once approved, Authorized Officials and Delegated Officials will automatically have access to all Business Functions for their employer and any provider they have been granted access to. Staff End Users must be granted access to Business Functions by an Authorized Official or Delegated Official of the employer.

*** Identify the Contact E-mail Address for this Employer:**

☒ Use My Primary E-mail Address **OR** **Enter Employer E-mail Address:** **Confirm E-mail Address:**

*** Please select the role you are requesting for this employer:**

Authorized Official (signatory for your organization authorized to legally bind the organization in agreements) ▼

I attest that I am an Authorized Official for the employer listed in this registration. My signature legally and financially binds this employer to the laws, regulations, and program instructions as established by the Centers for Medicare and Medicaid Services (CMS). By selecting the box below, I certify that the information contained herein is true, correct, and I authorize CMS to verify this information. If I become aware that any information in this application is not true, correct, or complete, I agree to notify CMS of this fact in accordance with the time frames established in <42 CFR Â§ 424.520(b)>.

*** ☐ I have read, understood, and agree with the above statements.**

Delegated Officials and Staff End Users must enter the required information about an Authorized Official for your employer.

Important Note: Once approved, Authorized Officials and Delegated Officials will automatically have access to all Business Functions for their employer and any provider they have been granted access to. Staff End Users must be granted access to Business Functions by an Authorized Official or Delegated Official of the employer.

* Identify the Contact E-mail Address for this Employer:

☒ Use My Primary E-mail Address **OR** **Enter Employer E-mail Address:** **Confirm E-mail Address:**

* Please select the role you are requesting for this employer:

Delegated Official (managing users, updating account information for your provider/organization) ▼

Please provide the required Authorized Official information associated with this employer:

*Authorized Official Name:

*Authorized Official Title:

*Authorized Official Phone:

* Authorized Official E-mail Address:

* Authorized Official Confirm E-mail Address:

On the [My Profile - Add Employer - Confirmation and Review](#) page, review the actions you will need to take in order to be approved as the Authorized Official, Delegated Official, or Staff End User and click the **Done** button. A confirmation email will be sent to you.

- If you are already listed as the Authorized or Delegate Official for an Organizational Provider, which is currently enrolled in Medicare then your application should be approved immediately.
- If your Organization is not currently enrolled, not eligible to enroll, or you are not already listed as an AO or DO for an enrolled Medicare Provider you will be required to submit verification information to CMS External Users Services for review before you can be approved.

If you are requesting to be an Authorized Official:

- You must submit to the EUS help desk a copy of the CP 575 [\[or approved alternate\]](#) for the organization for which you have requested to work on behalf of as a Authorized Official (To help expedite your request please write the I&A Tracking ID on the copy of the CP 575 you submit to EUS).
- You will receive an e-mail from EUS when your request has been processed.

If you are requesting to be a Delegated Official:

You MUST complete Option A or Option B below before your registration to act on behalf of the Organization below will take effect in CMS applications.

- **OPTION A:**
Print, Sign and Submit to CMS the [Delegated Official Certification](#) for this request, along with the CP 575 [\[or approved alternate\]](#) issued by the IRS for the Organization for which you are requesting to be a Delegated Official.
- **OPTION B:**
Please have an existing Authorized Official for this Organization approve your request by logging in to this system.

If you are requesting to be a Staff End User:

You MUST complete Option A or Option B below before you can act on behalf of the Organization in CMS applications.

- **OPTION A:**
Please have an existing Authorized Official for this Organization approve your request by logging in to the I&A system.
- **OPTION B:**
If you are only trying to gain access to your organization's Type 2 NPIs in NPPES, you can contact the NPI Enumerator for assistance.

8. You can track your employer request status at the bottom of your **My Profile** tab.

Important Note: Once your Authorized Official/Delegated Official request is approved, please wait up to 8 hours for your account to synchronize before attempting to access the PECOS/HITECH system.

How to Setup Your Account if you are a Sole Owner

Note: As a Sole Owner you have both an Individual Provider NPI (Type 1 NPI) and an Organization NPI (Type 2 NPI). If you have not applied for your NPIs, please do so before continuing with the I&A steps below. As a Sole Owner you must include both NPIs, Type 1 and Type 2, on your **My Profile** tab under the Employer Information section. Below are additional details on this setup.

1. Log in to your I&A account with your Type 1 user ID and password.
2. On the **My Profile** tab scroll to the bottom of the page. Under Employer Information section you will be listed as the Authorized Official of yourself (your Type 1 NPI).


Employer Information

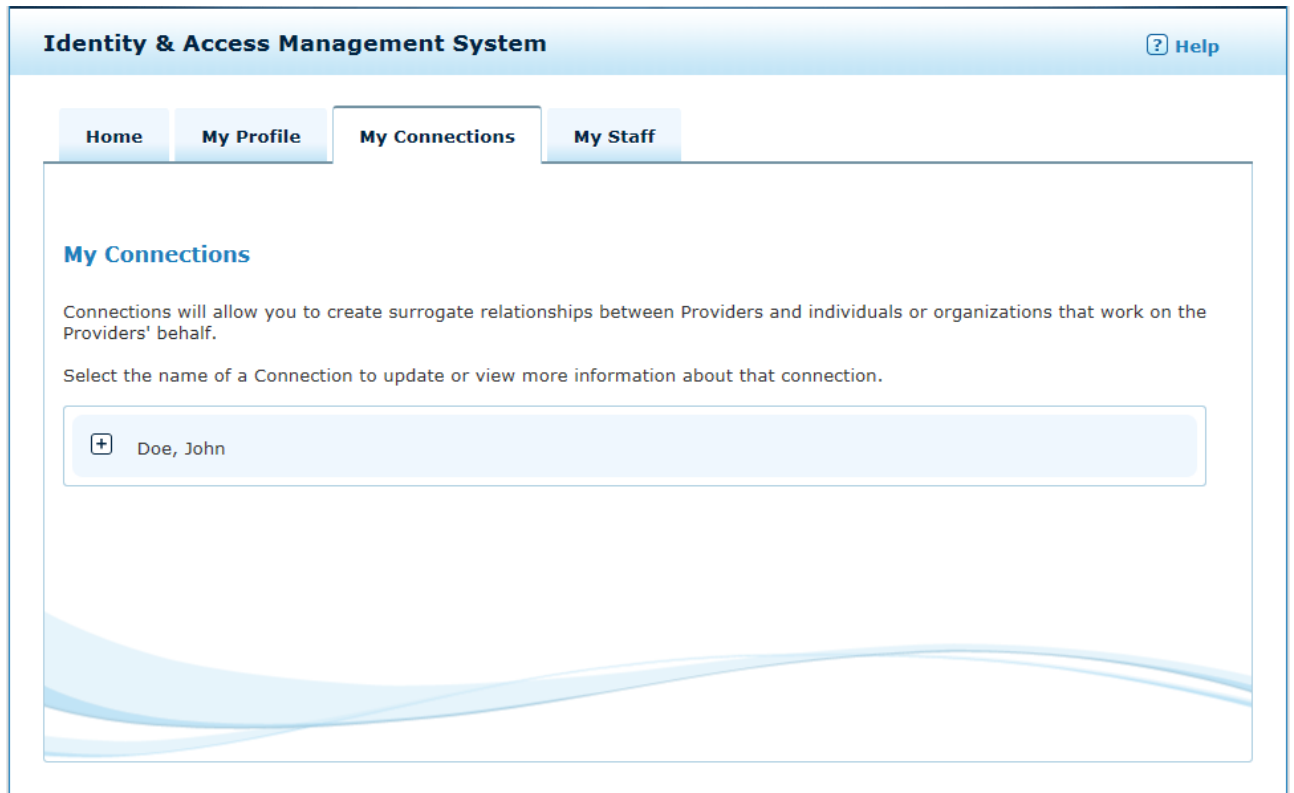
Employer ▼	My Role with this Employer ▼	My Status with this Employer ▼	PECOS	EHR	NPPES
Audiological Associates, Inc.	Authorized Official	Pending Approval Tracking Id A61596335	NO	NO	NO
Cox Pharmacy	Delegated Official	Pending Approval Tracking Id D61596336	NO	NO	NO
Doe, John	Authorized Official	Approved	YES	YES	YES
Trussell, Jack	Staff End User	Pending Approval Tracking Id U61596337	NO	NO	YES

3. Next, add your Type 2 NPI under the Employer Information section. To do so, select the **Add an Employer** button under the **Employer Information** and follow the instructions outlined in the **“Register as an Authorized Official, Delegated Official, or Staff End User for your employer”** section of this document to register as the Authorized Official of your Organization
4. You can track your Authorized Official request status at the bottom of your **My Profile** tab.

Important Note: Once your Authorized Official request is approved, please wait up to 8 hours for your account to synchronize before attempting to access the PECOS/HITECH system.

How to Initiate a Connection (Surrogate) Request to an Individual Provider

1. As an Authorized/Delegated Official, log in to your I&A account
2. On the **My Connections** tab, select the employer that you are going to create a surrogacy connection for by selecting the  next the employer name.



- To request to have your employer work on behalf of a provider select the **Find Provider** button
- To request to an organization to work on behalf of your Provider Organization, select the **Add Surrogate** button

The screenshot shows the 'Identity & Access Management System' interface. At the top, there is a header bar with the system name and a 'Help' link. Below the header is a navigation menu with four tabs: 'Home', 'My Profile', 'My Connections' (which is selected), and 'My Staff'. The main content area is titled 'My Connections'. It contains a paragraph explaining that connections allow for surrogate relationships between providers and individuals or organizations. Below this, it prompts the user to select a connection to update or view more information. A specific connection for 'Doe, John' is highlighted in a light blue box. Inside this box, it states 'Doe, John is a surrogate for the following providers:' and provides a 'Find Provider' button. Below this, it states 'Doe, John has authorized the following surrogates:' and provides an 'Add Surrogate' button. The interface has a clean, professional look with a light blue and white color scheme and a decorative wavy line at the bottom of the main content area.

Identity & Access Management System [Help](#)

Home **My Profile** **My Connections** **My Staff**

My Connections

Connections will allow you to create surrogate relationships between Providers and individuals or organizations that work on the Providers' behalf.

Select the name of a Connection to update or view more information about that connection.

Doe, John

[Doe, John is a surrogate for the following providers:](#)

Doe, John has been authorized to work on behalf of the Individual Provider(s) or Healthcare Organization(s) listed below. Use the Find Provider button below to initiate a request to work on behalf of a Provider or Organization not listed here.

Find Provider

[Doe, John has authorized the following surrogates:](#)

The following Individual(s) or Organization(s) have been authorized to work on behalf of Doe, John Use the Add Surrogate button to initiate the process of authorizing an Individual or Organization to work on behalf of Doe, John.

Add Surrogate

- On the Add Provider/Add Surrogate screen, enter either the search criteria and select the **Search** button

CMS Centers for Medicare & Medicaid Services
 Logged in as JohnDoe286 Sign Out
 Last Logged on 09/13/2016 01:55PM

Identity & Access Management System [? Help](#)

[Home](#) [My Profile](#) [My Connections](#) [My Staff](#)

My Connection > Add Provider [« Back to Previous Page](#)

Search for an Organization or an Individual Provider that you wish to be associated with as a surrogate to work on their behalf. You can search by entering one or more of the following: Organization Name, Individual Provider's Last Name, City, State, ZIP or NPI.

Organization Name: NPI:

First Name: Last Name:

City: State: SE - Select One ZIP:

- Under the section “Search Results”, select radio button next to the provider’s name. This expands the screen so that you can select the business functions you would like to access on behalf of the provider. Select the checkbox next to PECOS/EHR/NPPES and click the **Continue** button

Search Results

Name ▼	NPI	Business Mailing Address
<input checked="" type="radio"/> Cox Pharmacy <input type="button" value="View NPI(s)"/> <input type="button" value="View Other Name(s)"/>		5170 Sumerduck Rd Sumerduck, VA 22742-2043

Select the business function(s) you would like to access on behalf of the provider:

☒ PECOS
☒ EHR Incentive Program
☒ NPPES

- On the **Add Provider Confirmation** page (Add Surrogate Confirmation page if you are adding a surrogate), review the information on the page for accuracy. If you wish to receive a copy of the

connection request e-mail notification that will be sent to the provider, enter your e-mail address in the Additional E-mail Address field. Click the **Submit** button to move forward with the request.

Identity & Access Management System
Help

Home
My Profile
My Connections
My Staff

My Connection ▶ Add Provider
[◀ Back to Previous Page](#)

⚠ You have requested to work on behalf of Cox Pharmacy as a surrogate. Once the connection has been approved, you will automatically be connected to all associated NPI's. Review the information listed below before you continue.

Name: Cox Pharmacy

Business Function(s) Selected:

- PECOS
- EHR Incentive Program
- NPPES

To send this connection request notification to a another e-mail address in addition to what is currently on file for this provider, enter the additional e-mail address below.

Additional E-mail Address:

NPI(s) Associated with this Provider:

Provider Name	Doing Business As	NPI	Business Mailing Address
Cox Pharmacy	Cox Pharmacy	1528348414	5170 Sumerduck Rd, Sumerduck, VA

Submit
Cancel

Identity & Access Management System
Help

Home
My Profile
My Connections
My Staff

My Connection ▶ Add Surrogate
[◀ Back to Previous Page](#)

⚠ You have requested Hare Org 09302013 to work on behalf of your provider. Review the information listed below before you continue.

Your Provider Information

Name: John Doe
Doing Business As (DBA):
NPI: 1295015022

Surrogate Information

Name: Hare Org 09302013
Business Mailing Address: 5151 Courtneys Corner Rd, Sumerduck, VA 22742-1710
Business Function(s) Selected:
• PECOS
To send this connection request notification to a another e-mail address in addition to what is currently on file for this surrogate, enter the additional e-mail address below.
Additional E-mail Address:

Submit
Cancel


Note: Once you click the Submit button an e-mail will be sent to the provider/surrogate, and a copy will be sent to the e-mail address entered in the Additional E-mail Address field, notifying him/her of your surrogacy connection request. Please also note that you have not completed the connection request steps until you click the **Done** button at the bottom of the **Add Provider ▶ Review / Add Surrogate ▶ Review** screen.


- On the **Add Provider ► Review** or **Add Surrogate ► Review** page you will see a summary of your connection request.

Note: Your connection request is complete once you click the **Done** button.

Home
My Profile
My Connections
My Staff

My Connection ► Add Provider ► Review

 [Print this page](#)

 You have successfully submitted a connection request to work on behalf of the provider referenced below. The details of your connection request appear below. Confirmation of this request has been sent to your e-mail address as well as to the e-mail address of the provider. You will receive notification via e-mail once the provider has approved or rejected your request.

You may print this page for your records.

Name: Cox Pharmacy

Business Function(s) Selected:

- EHR Incentive Program

Date Request Submitted: 09/13/2016

Connection Request Status: Pending

Tracking ID: S7716458

Business Function(s) Selected:

- PECOS

Date Request Submitted: 09/13/2016

Connection Request Status: Pending

Tracking ID: S7716457

Business Function(s) Selected:

- NPPES

Date Request Submitted: 09/13/2016

Connection Request Status: Pending

Tracking ID: S7716459

NPI(s) Associated with this Provider:

Provider Name	Doing Business As	NPI	Business Mailing Address
Cox Pharmacy	Cox Pharmacy	1528348414	5170 Sumerduck Rd, Sumerduck, VA

Done

- After you click the **Done** button you will see the provider added to the list of providers you are a surrogate for with an Access Status of "Pending".

Identity & Access Management System

[? Help](#)

Home

My Profile

My Connections

My Staff

My Connections

Connections will allow you to create surrogate relationships between Providers and individuals or organizations that work on the Providers' behalf.

Select the name of a Connection to update or view more information about that connection.

☐ Doe, John

Doe, John is a surrogate for the following providers:

Doe, John has been authorized to work on behalf of the Individual Provider(s) or Healthcare Organization(s) listed below. Use the Find Provider button below to initiate a request to work on behalf of a Provider or Organization not listed here.

Find Provider

Name	NPI	Tracking ID	Business Function	Access Status
<input type="checkbox"/> Cox Pharmacy		S7716457	PECOS	Pending
		S7716458	EHR Incentive Program	Pending
		S7716459	NPPES	Pending

Doe, John has authorized the following surrogates:

The following Individual(s) or Organization(s) have been authorized to work on behalf of Doe, John. Use the Add Surrogate button to initiate the process of authorizing an Individual or Organization to work on behalf of Doe, John.

Add Surrogate

How Individual Providers Approve/Reject a Connection (Surrogate) Request

After the provider receives the connection (surrogate) request e-mail, the provider can take the following steps to approve/reject the request. The following steps apply to an Individual Provider who has previously signed in to I&A and has completed their User Information Integrity Check.

- Log in to I&A
- The provider will see the **Approve** button available on their **Home** tab.
Note: There are separate approve buttons to Approve/Reject PECOS and EHR requests.

Home | **My Profile** | **My Connections** | **My Staff**

Home

My Pending Connections

These are Pending Connection requests that have been sent to you or your organization and require your action to approve or reject.

Total Pending Providers: 0

Total Pending Surrogates: 2

Below are Individuals or Organizations who are asking you to authorize them as a Surrogate for you (or your organization). Approving these requests will allow them to access and update your information in the CMS systems you specify.

☐ Pending Requests

Surrogate	Provider	PECOS	EHR	NPPES
dspecos dspecosone	SA Anesthesia LLC		<input type="checkbox"/>	<input type="checkbox"/>

Select/Deselect All | **Approve All Selected** | **Reject All Selected**

News & Alerts

EUS Contact Information:
 External User Services (EUS)
 PO Box 792750
 San Antonio, Texas 78279
<https://eus.custhelp.com>

Quick Actions

Add Connection
Add Staff
Add Employer

How to Manage Organizational your Employees and Their Access

Note: Only an Authorized Official (AO) or Delegated Official (DO) have the ability to manage Staff for their employers.

The AO or DO of the employer should:

1. Log in to I&A and navigate to the **My Staff** tab

Locate the Staff End User whose access you wish to Modify by scrolling down the screen or using the Search By: Last Name / First Name search boxes.

Identity & Access Management System Help

Home | **My Profile** | **My Connections** | **My Staff**

Manage My Employer's Staff

Home | **News & Alerts**

- Click the '+' sign icon next to the [Employer Name](#) to expand the employer to see the list of providers and business functions that the employer has been approved as an surrogate to work on the provider's behalf in the identified application.

My Staff

* indicates required field(s)

Active Staff

Skip to [Inactive Staff](#) [Role Requests](#)

Add Staff

Search by: * Last Name First Name Search

Name ▼	Role	PECOS	EHR Incentive Program	NPPES
Approver, Smoke Modify				
<input type="checkbox"/> FAIRFIELD MEDICAL ASSOCIATES, PC EIN: **_***9026 79201323321pm@test.com	Delegated Official	<input checked="" type="checkbox"/> PECOS	<input checked="" type="checkbox"/> EHR	<input checked="" type="checkbox"/> NPPES
Approver, Smoke Modify				
<input type="checkbox"/> Nicole's Org 2 09032013 EIN: **_***0132 jh922@demo.com	Authorized Official	<input checked="" type="checkbox"/> PECOS	<input checked="" type="checkbox"/> EHR	<input checked="" type="checkbox"/> NPPES

- With the employer expanded, the screen displays the list of providers and the business function access that has been granted to the user via the surrogacy connection between the Employer and the Provider.

Name ▼	Role	PECOS	EHR Incentive Program	NPPES
Approver, Smoke Modify				
<input type="checkbox"/> FAIRFIELD MEDICAL ASSOCIATES, PC EIN: **_***9026 79201323321pm@test.com	Delegated Official	<input checked="" type="checkbox"/> PECOS	<input checked="" type="checkbox"/> EHR	<input checked="" type="checkbox"/> NPPES
<i>Provider EINs/NPIs and Business Functions available for the employer as a surrogate</i>				
Nicole Wood NPI: 1427338359		<input checked="" type="checkbox"/> PECOS	<input checked="" type="checkbox"/> EHR	<input checked="" type="checkbox"/> NPPES (Future)
Lori Smith NPI: 1154306520				<input checked="" type="checkbox"/> NPPES (Future)
Elton William NPI: 1235419102		<input checked="" type="checkbox"/> PECOS		
Approver, Smoke Modify				
<input type="checkbox"/> Nicole's Org 2 09032013 EIN: **_***0132 jh922@demo.com	Authorized Official	<input checked="" type="checkbox"/> PECOS	<input checked="" type="checkbox"/> EHR	<input checked="" type="checkbox"/> NPPES

- Click the **Modify** button under the Role heading next to the ~~Staff End User~~ staff user whose access you wish to modify

Active Staff

Skip to [Inactive Staff](#) [Role Requests](#)

Add Staff

Search by: * Last Name First Name Search

Name ▼	Role	PECOS	EHR Incentive Program	NPPES
BAMMEL, PAUL	Modify			
+ dspecosone, dspecos NPI: 1003196999 NOT-CONVERTED-MAYOMHS7	Delegated Official	<input checked="" type="checkbox"/> PECOS	<input checked="" type="checkbox"/> EHR	<input checked="" type="checkbox"/> NPPES
MAYO CLINIC HEALTH SYSTEM - CHIPPEWA VALLEY, INC EIN: **-*0052 NOT-CONVERTED-MAYOMHS7	Delegated Official	<input checked="" type="checkbox"/> PECOS	<input checked="" type="checkbox"/> EHR	<input checked="" type="checkbox"/> NPPES
No Active Surrogate Connections				
SA Medical Physicians of CA EIN: **-*9221 NOT-CONVERTED-MAYOMHS7	Delegated Official	<input checked="" type="checkbox"/> PECOS	<input checked="" type="checkbox"/> EHR	<input checked="" type="checkbox"/> NPPES
No Active Surrogate Connections				

- ~~Click the '+' sign next to the Employer~~

As an Authorized or Delegated Official for your employer, you have the ability to manage staff.

For the employers for which you are an Authorized Official, you have the ability to modify and add access to Delegated Officials and Staff End Users associated with your employer.

For the employers for which you are a Delegated Official, you have the ability to modify and add access to Staff End Users associated with your employer.

Approved Authorized or Delegated Officials automatically have access to all business functions associated with their Provider Employers, as well as, access to all business functions for Providers for which their employer has an approved surrogacy connection.

Staff End Users must be granted access to their Provider Employers and Providers for which their employer has an approved surrogacy connection.

Access to employer Business Functions can be granted/removed and Submitted on this page.

Select the Add Access button to grant the user access to employer and any Provider for which that employer has an approved surrogacy connection.

Select the Modify Access button to modify the user's Role, Remove user's access to this employer, or grant/remove this user access to Providers for which that employer has an approved surrogacy connection.

The Modify All Current Access button will allow you to modify the user's access to all of the employers to which the user is currently associated.

- If the Role is not selected, only the Business Functions for which the user is identified as a Staff End User will be modified.
- If the Role is selected, only the employers for which you have the authority to assign the user the selected Role will be modified.

BAMMEL, PAUL

Role Delegated Official
☐ PECOS
☐ EHR
☐ NPPES

	Employer	Role	PECOS	EHR	NPPES
<input type="button" value="Add Access"/>	dspecosone, dspecos NPI: 1003196999		<input type="checkbox"/> PECOS	<input type="checkbox"/> EHR	<input type="checkbox"/> NPPES
	MAYO CLINIC HEALTH SYSTEM - CHIPPEWA VALLEY, INC EIN: **_***0343	Delegated Official	<input checked="" type="checkbox"/> PECOS	<input checked="" type="checkbox"/> EHR	<input checked="" type="checkbox"/> NPPES
<input type="button" value="Add Access"/>	SA Medical Physicians of CA EIN: **_***9221		<input type="checkbox"/> PECOS	<input type="checkbox"/> EHR	<input type="checkbox"/> NPPES

If you wish to modify or add access for a specific employer or modify the staff user's surrogate access to providers for which the employer is an approved surrogate, click the **Modify Access** or **Add Access** button next to the desired employer. If no button exists, then you don't have the authority to modify the user's access associated with the employer (for example, Delegated Officials can not manage other Delegated Officials access)

BAMMEL, PAUL

Role -- Select One --
☐ PECOS
☐ EHR
☐ NPPES

	Employer	Role	PECOS	EHR	NPPES
<input type="button" value="Modify Access"/>	dspecosone, dspecos NPI: 1003196999	Delegated Official	<input checked="" type="checkbox"/> PECOS	<input checked="" type="checkbox"/> EHR	<input checked="" type="checkbox"/> NPPES
	MAYO CLINIC HEALTH SYSTEM - CHIPPEWA VALLEY, INC EIN: **_***0343	Delegated Official	<input checked="" type="checkbox"/> PECOS	<input checked="" type="checkbox"/> EHR	<input checked="" type="checkbox"/> NPPES
<input type="button" value="Modify Access"/>	SA Medical Physicians of CA EIN: **_***9221	Delegated Official	<input checked="" type="checkbox"/> PECOS	<input checked="" type="checkbox"/> EHR	<input checked="" type="checkbox"/> NPPES

- The '+' sign will expand the screen so that you can see the list of providers. The AO or DO would then check the checkbox next to the Business Function(s) of the provider(s) the Staff End User should have access to. When the **Modify Access** button is selected, you will be navigated to the

Modify Staff page where you can modify the staff user's access to the employer, as well as, access to the providers for which the employer is an approved surrogate.

To grant a Staff End User access to a provider, you can individually check the **checkbox** next to the **Business Function(s)** for the desired provider(s), or you can grant access to all providers by checking the **checkbox(es)** in the Provider column header row.

IMPORTANT: Per CMS security standards the I&A page will timeout after about 10-15 minutes of inactivity. Simply checking boxes on the screen will cause the page to timeout so CMS encourages users to select 10 - 20 providers for their Staff End User (or as many providers as you can select) and click the **Submit** button to ensure the page does not timeout. The AO or DO should then go back to modify the Staff End User's account and continue selecting providers.

My Staff > Modify Staff [Back to Previous Page](#)

* indicates required field(s)

BAMMEL, PAUL

Employer	Role	PECOS	EHR	NPPES
dspecosone, dspecos NPI: 1003196999 NOT-CONVERTED-MAYOMHS7	Delegated Official	<input checked="" type="checkbox"/> PECOS	<input checked="" type="checkbox"/> EHR	<input checked="" type="checkbox"/> NPPES

Provider	PECOS	EHR	NPPES
Optional: Provider EINs/NPIs and Business Functions available for the employer as a surrogate			
SA Anesthesia LLC EIN: **-***5209	<input checked="" type="checkbox"/> PECOS	<input type="checkbox"/> EHR	<input type="checkbox"/> NPPES

☒ Send e-mail notification to staff user when modifying their access

Submit | [Cancel](#)

5-6. Once you have assigned the appropriate access to the staff user, scroll to the bottom of the page, choose whether or not they wish to send an e-mail notification to the staff user, and click the **Submit** button.

6-7. After the Staff End User is assigned access to the provider(s) AND the AO or DO clicks the **Submit** button **the Staff End User must wait up to 8 hours for the system to synchronize the account updates**. After 8 hours the Staff End User can log in to EHR and work on behalf of the provider(s).

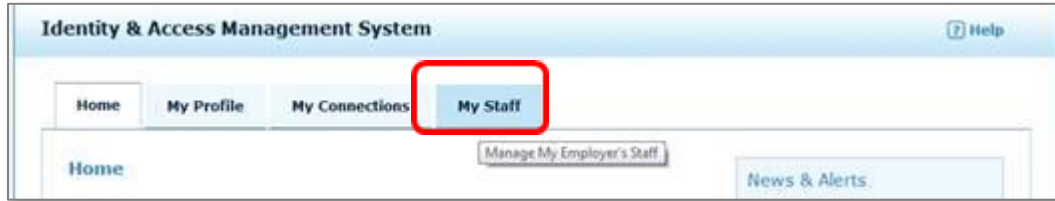
7-8. To remove a Staff End User's access to a provider, follow steps 1 - 6-7 above, in step 5-6 instead of checking the checkbox, ~~the AO or DO~~ you would uncheck the checkbox next to the Business Function(s) of the provider for whom the Staff End User should no longer have access.

How to Invite a Staff End User (SEU)

Note: Only an AO or DO can invite a SEU for their employers.

AO or DO

1. Log in to I&A and navigate to the **My Staff** tab



- Under the *Active Staff* heading click the Add Staff button.

The screenshot shows the CMS Identity & Access Management System interface. At the top, the CMS logo and 'Centers for Medicare & Medicaid Services' are displayed. The user is logged in as 'JohnDoe286' and the last login time is '09/13/2016 02:11PM'. The main heading is 'Identity & Access Management System' with a 'Help' link.

The navigation tabs are 'Home', 'My Profile', 'My Connections', and 'My Staff'. The 'My Staff' tab is selected.

Under the 'My Staff' heading, there is a section for 'Active Staff'. A red box highlights the 'Add Staff' button. Below this, there is a search bar with fields for 'Last Name' and 'First Name', and a 'Search' button. Below the search bar is a table with columns: 'Name', 'Role', 'PECOS', 'EHR Incentive Program', and 'NPPES'.

Below the 'Active Staff' section is a section for 'Pending Role Requests'. It has a search bar with fields for 'Last Name' and 'First Name', and a 'Search' button. Below the search bar is a table with columns: 'Name', 'Current Role', 'Request Role', and 'Action'.

Below the 'Pending Role Requests' section is a section for 'Inactive Staff'. It has a search bar with fields for 'Last Name' and 'First Name', and a 'Search' button. Below the search bar is a table with columns: 'Name', 'Role', 'PECOS', 'EHR Inc Program', 'NPPES', and 'Notes'.

- On the Add Staff page, the AO or DO will enter the user's First Name, Last Name, and E-mail address, then select the employer you wish to add the user as an employee.

CMS Centers for Medicare & Medicaid Services
 Logged in as JohnDoe286 Sign Out
 Last Logged on 09/13/2016 02:11PM

Identity & Access Management System [? Help](#)

Home **My Profile** **My Connections** **My Staff**

My Staff ► **Add Staff** [« Back to Previous Page](#)

* indicates required field(s)

Enter the name and e-mail address of the new staff user you wish to add. Note that the specified e-mail address will be assigned to all the selected employers.

Then, select the Employer(s) the staff user is to be granted access to and the select Role the staff user should have for that employer.

Please be aware the PIN generated for this invitation will expire in 72 hours.

* **First Name:**

Middle Name:

* **Last Name:**

* **E-mail Address:**

* **Confirm E-mail Address:**

<input type="checkbox"/> Employer	Role	<input type="checkbox"/> PECOS	<input type="checkbox"/> EHR	<input type="checkbox"/> NPPES
<input type="checkbox"/> Doe, John NPI: 1295015022	-- Select One --	<input type="checkbox"/> PECOS	<input type="checkbox"/> EHR	<input type="checkbox"/> NPPES

Submit | [Cancel](#)

- When you check the checkbox next to the Employer the Role dropdown will become enabled and you can select the role you wish to assign to the user (If you are an Authorized Official for the Employer, you will be able to assign the user the role of Staff End User or Delegated Official. If you are a Delegated Official for the Employer, you will be able to assign the user the role of Staff End

User). You will also select the Business Function(s) which will grant the user access to the Employer in the named CMS application.

The screenshot shows a form with a table of employers. The first row is selected, and the 'Role' dropdown is open. The 'Submit' button is at the bottom left.

Employer	Role	PECOS	EHR	NPPES
<input checked="" type="checkbox"/> Doe, John NPI: 1295015022	-- Select One -- -- Select One -- Staff End User Delegated Official	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Submit | Cancel

Helpful My Staff Tab Business Function Details from the FAQs Available on the I&A Logon Page

FAQ - page 19 - On the My Staff page, why do some employers have business functions and not others?

Business functions are only available for employers who are providers (i.e., they have an active NPI in NPPES). If an employer has no active NPI, the business functions will not appear.

- You can also grant access to multiple employers at once by using the checkboxes and Role in the Header row.

The screenshot shows a table with multiple rows of employers. The 'Role' dropdown is set to 'Staff End User' for all rows. The 'Submit' button is at the bottom left.

Employer	Role	PECOS	EHR	NPPES
<input checked="" type="checkbox"/> dspecosone, dspecos NPI: 1003196999	Staff End User	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> MAYO CLINIC HEALTH SYSTEM - CHIPPEWA VALLEY, INC EIN: **-*0343	Staff End User	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> SA Medical Physicians of CA EIN: **-*9221	Staff End User	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Submit | Cancel


- After you complete the user's Role and Business Function(s) selection for the employer, click the **Submit** button

The screenshot shows the 'Submit' button at the bottom of the form.

Submit | Cancel

- The **Submit** button will take you to the *Add Staff > Review* page where you will verify the information for accuracy. **It is important** that the e-mail address entered in the Add Staff page is

accurate so the Staff End User will receive their invitation and PIN to register. Once the information is complete, click the **Continue** button to send the e-mail invite.


Centers for Medicare & Medicaid Services

Logged in as **JohnDoe286** **Sign Out**
 Last Logged on 09/13/2016 02:11PM

Identity & Access Management System
[? Help](#)

[Home](#)
[My Profile](#)
[My Connections](#)
[My Staff](#)

My Staff ▶ [Add Staff](#) ▶ [Review](#)
[« Back to Previous Page](#)

Please verify the information for accuracy. The e-mail address you have entered must be correct in order for the staff user to receive their invitation and PIN to register.

First Name:	Tom
Middle Name:	
Last Name:	Smith
E-mail Address:	tom.smith@email.com

Employer	Role	Business Functions
Doe, John NPI: 1295015022	Delegated Official	PECOS NPPES EHR Incentive Program

Continue ▶

| [Cancel](#)

Note: You are not finished until you click the **Done** button in step 9

6-8. Below is an example of the e-mail that is generated.

From: donotreply@cms.gov
To: tom.smith@email.com
Subject: Youve been invited to register with the Centers for Medicare and Medicaid Identity & Access System

John Doe requested that you register as a staff user for your employer(s) John Doe in the Centers for Medicare and Medicaid Services Identity & Access (I&A) system. To continue, please either click on the PIN Entry Page link provided below or cut and paste the link into your browser and enter the e-mail address and the PIN provided below. Note that the PIN will expire in 72 hours if not used.

PIN Entry Page: https://nppes.cms.cmstest/IAWeb/register/register_pin.do

PIN: 2534694877

Invitation Tracking ID: I11355

Systems that currently accept I&A log in credentials:
Internet-based PECOS (<https://pecos.cms.hhs.gov>)
EHR Incentive Program (<https://ehrincentives.cms.gov>)
NPPES (<https://nppes.cms.hhs.gov>)

Please do not reply to this message via e-mail. This address is automated, unattended, and cannot help with questions or requests. If you have any questions, please contact the External User Services (EUS) Help Desk:
External User Services (EUS) Help Desk
PO Box 792750
San Antonio, TX 78279
1-866-484-8049
EUSsupport@cgi.com

7-9. To complete the invite SEU steps click the **Done** button.



- 8-10. The newly added Staff End User will exist on the **My Staff** tab under the Inactive Staff heading, Registration Pending, until he/she registers in I&A.

CMS Centers for Medicare & Medicaid Services
 Logged in as JohnDoe286 Sign Out
 Last Logged on 09/13/2016 02:11PM

Identity & Access Management System [Help](#)

Home My Profile My Connections **My Staff**

My Staff

* indicates required field(s)

Active Staff

Skip to [Inactive Staff](#) [Role Requests](#) [Add Staff](#)

Search by: * Last Name First Name [Search](#)

Name ▼	Role	PECOS	EHR Incentive Program	NPPES
--------	------	-------	-----------------------	-------

Pending Role Requests

Skip to [Active Staff](#) [Inactive Staff](#)

Search by: * Last Name First Name [Search](#)

Name ▼	Current Role	Request Role	Action
--------	--------------	--------------	--------

Inactive Staff

Skip to [Active Staff](#) [Role Requests](#)

Search by: * Last Name First Name [Search](#)

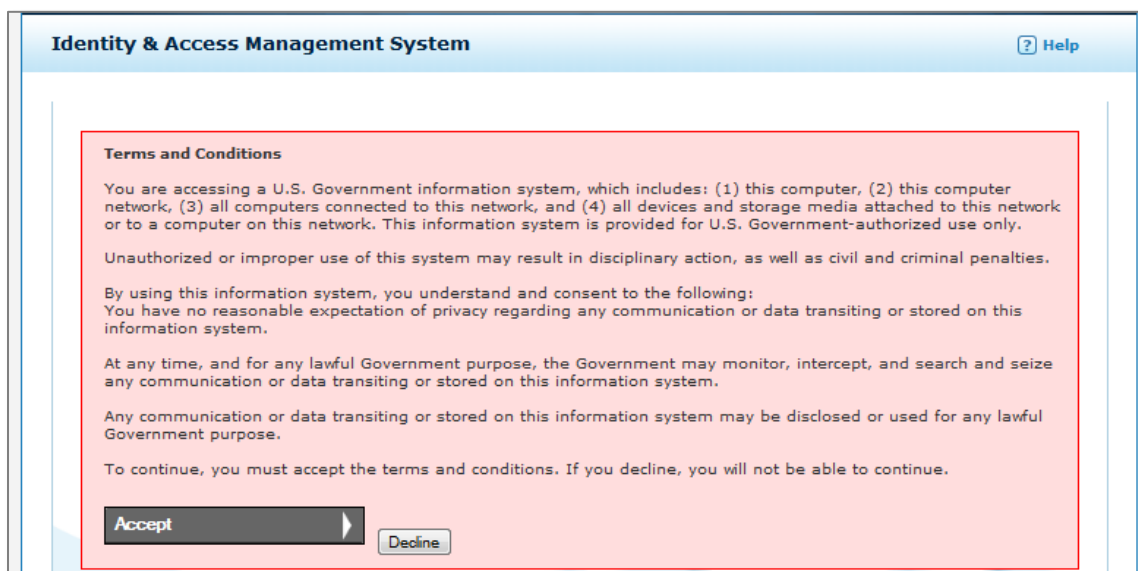
Name ▼	Role	PECOS	EHR Inc Program	NPPES	Notes
Smith, Tom Smith, Tom NPI: 1295015022 tom.smith@email.com No Active Surrogate Connections	Cancel Delegated Official	<input checked="" type="checkbox"/> PECOS	<input checked="" type="checkbox"/> EHR	<input checked="" type="checkbox"/> NPPES	Registration Pending

Once the user accepts the invitation (see *How New I&A Users Register from a Staff End Users (SEU) or Delegated Official (DO) Invitation* and *How New I&A Users Register from a Staff End Users (SEU) or Delegated Official (DO) Invitation* sections of this document) the user will show under the Active Staff heading on the **My Staff** page

How New I&A Users Register from a Staff End Users (SEU) or Delegated Official (DO) Invitation

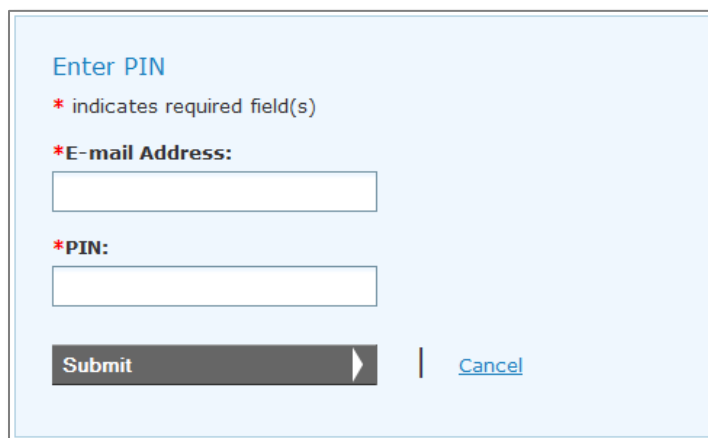
Note: PINs included in the Staff End User Invitation will expire in 72 hours if not used.

1. The user should access their e-mail and look for e-mail **Subject: You've been invited to register with the Centers for Medicare and Medicaid Identity & Access System**. An example of this e-mail is available in step 8 of the How to Invite a Staff End User (SEU).
2. In the body of the e-mail the Staff End User should locate the web address provided after the text PIN Entry Page: and copy and paste the web address in his/her Internet browser and click **Enter**.
3. The user is then navigated to the *Terms and Conditions* page where they should review and terms and conditions. To continue, the user must click the **Accept** button.



The screenshot shows a web browser window titled "Identity & Access Management System" with a "Help" link in the top right corner. The main content area is a red-bordered box titled "Terms and Conditions". The text inside the box reads: "You are accessing a U.S. Government information system, which includes: (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only. Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties. By using this information system, you understand and consent to the following: You have no reasonable expectation of privacy regarding any communication or data transiting or stored on this information system. At any time, and for any lawful Government purpose, the Government may monitor, intercept, and search and seize any communication or data transiting or stored on this information system. Any communication or data transiting or stored on this information system may be disclosed or used for any lawful Government purpose. To continue, you must accept the terms and conditions. If you decline, you will not be able to continue." At the bottom of the box are two buttons: "Accept" and "Decline".

4. The user is then directed to the Enter Pin page.
 - a. The user will enter the e-mail address where they received the Staff End User Invitation
 - b. Enter the PIN found in the body of the e-mail
 - c. And click the **Submit** button to continue



The screenshot shows a web browser window titled "Enter PIN". Below the title is a red asterisk followed by the text "indicates required field(s)". There are two red asterisks followed by the labels "E-mail Address:" and "PIN:". Below each label is a text input field. At the bottom of the form are two buttons: "Submit" and "Cancel".

5. On the Invited User page, the user will decide if he/she is new to I&A OR if he/she is already a registered I&A user.

Important: The invited user must register or sign in under his/her own account, not the account of the person who sent the invitation.

- a. Users who have already registered will enter their User ID and Password and click the **Sign In** button
- b. Users who are new to I&A will click the **Continue To Registration** button

The steps that follow are for a user who is new to I&A. A new I&A user will click the **Continue To Registration** button.

The screenshot shows a web page titled "Invited User". At the top, there is a blue box with an "Important Note" icon and text: "If you are new to I&A and have not yet registered, please continue with User Registration. If you are already a registered I&A user, please sign in using your I&A User ID and password. It is important that you complete this action now. If you are unable to continue at this time, please close your browser to protect your account." Below this is a "Sign In" section with a legend: "* Indicates required field(s)". It contains two input fields: "User ID:" and "Password:", both marked with an asterisk. Below the fields is a "Sign In" button with a right-pointing arrow. At the bottom of the page is a "Continue To Registration" button with a right-pointing arrow.

6. After clicking the **Continue to Registration** button, the user is taken to the User Registration > User Security (Step 1) page where he/she will need to:
 - a. Create a User ID
 - b. Create a Password
 - c. Complete five different security questions
 - d. After all required fields are complete, click the **Continue** button

User Registration - User Security

Step 1 User Security | Step 2 User Info | Final Review

* indicates required field(s)

*** User ID:**

*** Password:**

*** Confirm Password:**

User ID

- Must be 6-12 alphanumeric characters and unique within the Identity & Access Management System and NPPEs.
- Must not contain more than four digits, nor spaces or special characters.
- Must not contain personally identifiable information such as SSN or NPI.

Password

- Must be 8-12 alphanumeric characters.
- Must contain at least one letter and one number.
- May not contain any special characters nor be the same as the User ID.

Please select five different security questions and enter their answers below:

*** Question 1:** Select

*** Answer 1:**

*** Question 2:** Select

*** Answer 2:**

*** Question 3:** Select

*** Answer 3:**

*** Question 4:** Select

*** Answer 4:**

*** Question 5:** Select

*** Answer 5:**

Continue | [Cancel](#)

7. On the User Registration > User Information (Step 2) page, the user must complete all of the required fields and then click the **Continue** button

User Registration - User Information

Step 1 ☒ User Security Step 2 ☒ User Info Final Review ☐

Please provide the details below. They will be used to verify your identity. [Back to Previous Page](#)

* Indicates required field(s)

* First Name: April

Middle Name:

* Last Name: Williams

Suffix:

* Business Phone Number:

Fax Number:

* Date of Birth: (MM/DD/YYYY)

* SSN:

Primary E-mail Address: awilliams@email.com

* Personal Phone Number:

* Home Address Line 1:

Home Address Line 2:

* City:

* Country: United States

* State/ Province/ Territory: SE - Select One

* Postal/ZIP Code:

Continue | [Cancel](#)

8. On the User Registration > User Information (Final Complete) page, the user will see that their account has been successfully created. The user can then click the **Continue To Homepage** button which will take them to their newly created I&A account.

User Registration - User Information


Step 1 ☒ User Security Step 2 ☒ User Info Final Complete ☒

Congratulations, your account has been successfully created.

- Depending on the access that you have been granted, you may now access [EHR Incentive Program](#) and/or [PECOS for NP1 \(s\)](#) associated with your employer's organization.

Continue To Homepage

- The user can click the **My Profile** tab and scroll to the bottom of the page to see their Approved Staff End User status under the Employer Information section.

Employer Information					
Employer	My Role with this Employer	My Status with this Employer	PECOS	EHR	NPPE (Future)
 Hollywood Clinic	Staff End User	Approved	YES	YES	NO

Important: The Staff End User must wait up to 8 hours for the system to synchronize the account updates. After the account updates the Staff End User can log in to EHR and work on behalf of the provider(s).

How an Existing I&A User Responds to a Staff End Users (SEU) or Delegated Official (DO) Invitation

Note: PINs included in the Staff End User Invitation will expire in 72 hours if not used.

- The user should access their e-mail and look for e-mail **Subject: You've been invited to register with the Centers for Medicare and Medicaid Identity & Access System**. An example of this e-mail is available in step 8 of the How to Invite a Staff End User (SEU).
- In the body of the e-mail the Staff End User should locate the web address provided after the text PIN Entry Page: and copy and paste the web address in his/her Internet browser and click **Enter**.
- The user is then navigated to the *Terms and Conditions* page where they should review and terms and conditions. To continue, the user must click the **Accept** button.

Identity & Access Management System
Help

Terms and Conditions

You are accessing a U.S. Government information system, which includes: (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only.

Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.

By using this information system, you understand and consent to the following:
You have no reasonable expectation of privacy regarding any communication or data transiting or stored on this information system.

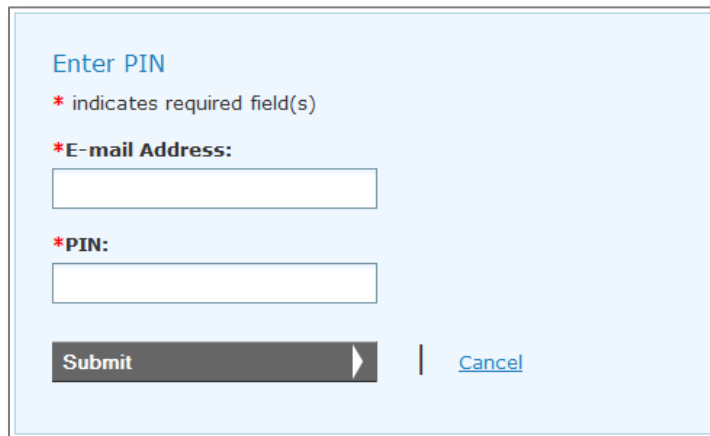
At any time, and for any lawful Government purpose, the Government may monitor, intercept, and search and seize any communication or data transiting or stored on this information system.

Any communication or data transiting or stored on this information system may be disclosed or used for any lawful Government purpose.

To continue, you must accept the terms and conditions. If you decline, you will not be able to continue.

Accept
Decline

4. The user is then directed to the Enter Pin page.
 - a. The user will enter the e-mail address where they received the Staff End User Invitation
 - b. Enter the PIN found in the body of the e-mail
 - c. And click the **Submit** button to continue



Enter PIN

* indicates required field(s)

*E-mail Address:

*PIN:

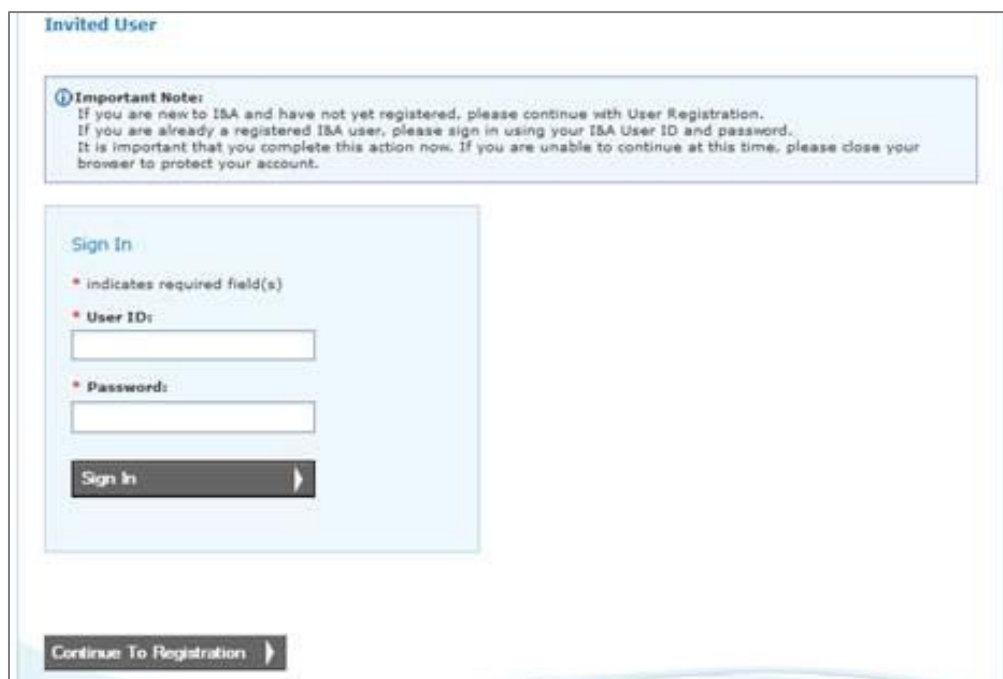
Submit | [Cancel](#)

5. On the Invited User page, the user will decide if he/she is new to I&A OR if he/she is already a registered I&A user.

Important: The invited user must register or sign in under his/her own account, not the account of the person who sent the invitation.

 - a. Users who have already registered will enter their User ID and Password and click the **Sign In** button
 - b. Users who are new to I&A will click the **Continue To Registration** button

The steps that follow are for a user who has already registered in I&A and has a user ID and password. The user will enter his/her User ID and Password and click the **Sign In** button.



Invited User

Important Note:
If you are new to I&A and have not yet registered, please continue with User Registration.
If you are already a registered I&A user, please sign in using your I&A User ID and password.
It is important that you complete this action now. If you are unable to continue at this time, please close your browser to protect your account.

Sign In

* indicates required field(s)

* User ID:

* Password:

Sign In

Continue To Registration

- After entering the User ID and Password and clicking the **Sign In** button, the user is logged in to his/her I&A account and taken to the **Home** tab where the user can click on the **My Profile** tab and scroll to the bottom of the page to see their Approved Staff End User status under the Employer Information section.

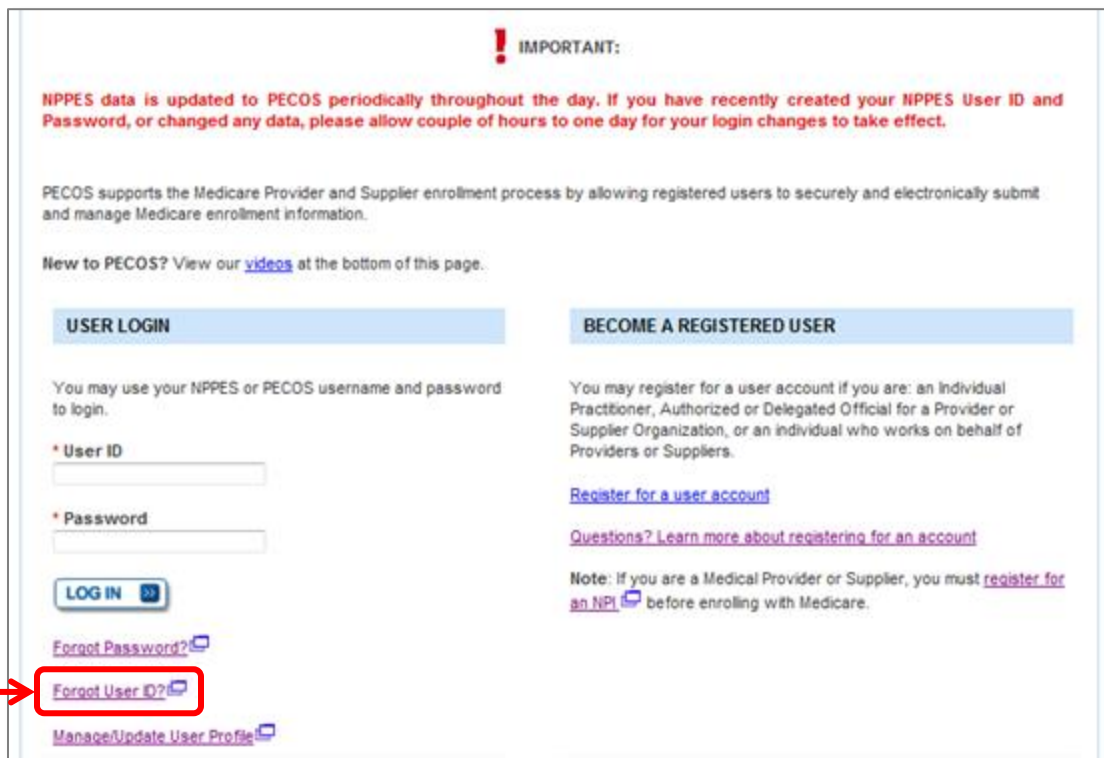
Employer Information

Employer ▲	My Role with this Employer ▼	My Status with this Employer ▼	PECOS	EHR	NPPES
+ ss dental	Authorized Official	Pending Approval Tracking Id A61596228	NO	NO	NO
+ SS & PM Inc	Staff End User	Pending Approval Tracking Id U61596227	NO	NO	YES
+ SA Medical Physicians of CA	Authorized Official	Approved	YES	YES	YES
+ MAYO CLINIC HEALTH SYSTEM - CHIPPEWA VALLEY, INC	Delegated Official	Approved	YES	YES	YES
+ dspecosone, dspecos	Authorized Official	Approved	YES	YES	YES

Important: The new Staff End User / Delegated Official must wait up to 8 hours for the system to synchronize the account updates. After the account updates the Staff End User can log in to EHR and work on behalf of the provider(s).

How to Retrieve Forgotten User ID when logging into PECOS

1. From the PECOS logon page the user selects **Forgot User ID?** Hyperlink. The user is then redirected to the I&A Retrieve Forgotten User ID - Information page.



! IMPORTANT:

NPPES data is updated to PECOS periodically throughout the day. If you have recently created your NPPES User ID and Password, or changed any data, please allow couple of hours to one day for your login changes to take effect.

PECOS supports the Medicare Provider and Supplier enrollment process by allowing registered users to securely and electronically submit and manage Medicare enrollment information.

New to PECOS? View our [videos](#) at the bottom of this page.

USER LOGIN

You may use your NPPES or PECOS username and password to login.

* User ID

* Password

LOGIN

[Forgot Password?](#)

Forgot User ID?

[Manage/Update User Profile](#)

BECOME A REGISTERED USER

You may register for a user account if you are: an Individual Practitioner, Authorized or Delegated Official for a Provider or Supplier Organization, or an individual who works on behalf of Providers or Suppliers.

[Register for a user account](#)

[Questions? Learn more about registering for an account](#)

Note: If you are a Medical Provider or Supplier, you must [register for an NPI](#) before enrolling with Medicare.

2. On the Retrieve Forgotten User ID - Information page, the user enters his/her e-mail address and clicks the **Continue** button.

Retrieve Forgotten User ID - Information

[« Back to Previous Page](#)

Note: You have two options for retrieving your User ID.

1. To have your User ID e-mailed to you, enter an e-mail address associated with your account.
2. To have your User ID immediately displayed to you, enter the User Information associated with your account.

If you choose to receive your User ID by e-mail and do not receive the e-mail within 24 hours, please return to this page and enter the User Information associated with your account.

* indicates required field(s)

E-mail Information

* E-mail Address:

Continue

OR User Information

* Social Security Number (Enter Last 4 Digits):

* Date of Birth:
Ex: (MM/DD/YYYY)

* First Name:

* Last Name:

* Personal Phone Number:

* Home ZIP/ Postal Code:

Continue

3. In this example, the user enters the incorrect e-mail address and receives an error message stating “The e-mail address is not associated with a User ID.” The user attempts to enter a different e-mail address and clicks the **Continue** button.

Retrieve Forgotten User ID - Information

[« Back to Previous Page](#)

This e-mail address is not associated with a User ID.

Note: You have two options for retrieving your User ID.

1. To have your User ID e-mailed to you, enter an e-mail address associated with your account.
2. To have your User ID immediately displayed to you, enter the User Information associated with your account.

If you choose to receive your User ID by e-mail and do not receive the e-mail within 24 hours, please return to this page and enter the User Information associated with your account.

* indicates required field(s)

E-mail Information

* E-mail Address:

Continue

OR User Information

* Social Security Number (Enter Last 4 Digits):

* Date of Birth:
Ex: (MM/DD/YYYY)

* First Name:

* Last Name:

* Personal Phone Number:

* Home ZIP/ Postal Code:


Continue


4. The user tries two additional times to enter the correct e-mail address associated with his/her account and after the third attempt when the user clicks the **Continue** button the user receives an error message stating “You have entered an invalid e-mail address three times. Please enter the User Information below associated with your account to continue.”

Note: **Continue** button under the *E-mail Information* heading is disabled and the user is forced to complete the *User Information* fields.

The user enters the personal information collected in the *User Information* fields and clicks the **Continue** button.

[« Back to Previous Page](#)

 You have entered an invalid e-mail address three times. Please enter the User Information below associated with your account to continue.

 **Note:** You have two options for retrieving your User ID.


1. To have your User ID e-mailed to you, enter an e-mail address associated with your account.
2. To have your User ID immediately displayed to you, enter the User Information associated with your account.

If you choose to receive your User ID by e-mail and do not receive the e-mail within 24 hours, please return to this page and enter the User Information associated with your account.

* indicates required field(s)

E-mail Information

*** E-mail Address:**

Continue

OR User Information

*** Social Security Number (Enter Last 4 Digits):**


*** Date of Birth:**
Ex: (MM/DD/YYYY)

*** First Name:**

*** Last Name:**


*** Personal Phone Number:**

*** Home ZIP/ Postal Code:**


Continue

5. On the Retrieve Forgotten User ID - Confirmation page, the user ID associated with the user's account is displayed. The user must copy/make note of their user ID and click the **Continue to Change Password** button.

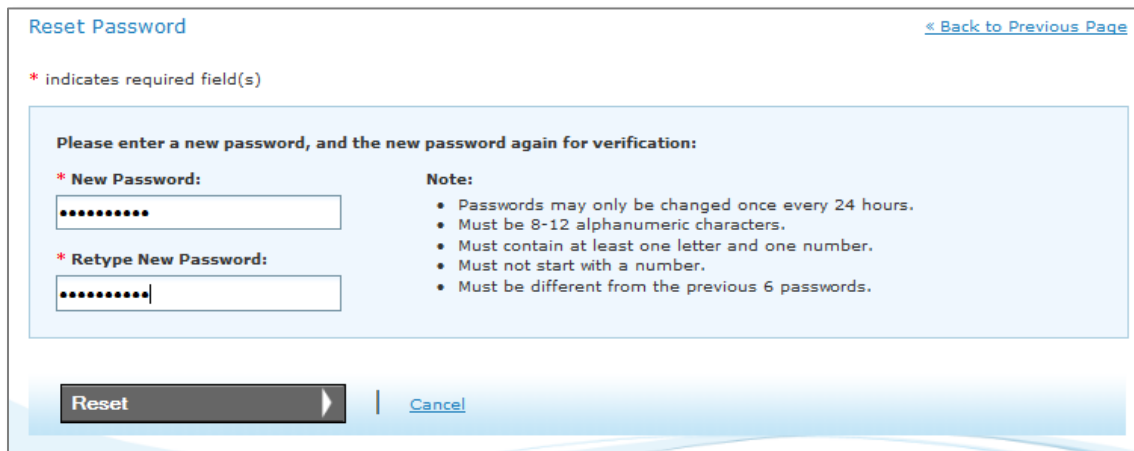
Retrieve Forgotten User ID - Confirmation



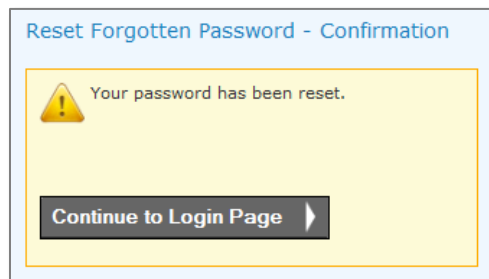
The User ID associated with this account is: whitneysteve

Continue to Change Password

6. On the Reset Password page, the user is prompted to enter a new password and click the Reset button



7. Once the user clicks the **Reset** button on the Reset Password page the user is taken to the Reset Forgotten Password - Confirmation page. The user will click the **Continue to Login Page** button access the I&A logon screen.



- a. Note: The user will also receive an e-mail notification confirming that the password on the user's account has been changed. See an example e-mail below

From: donotreply@cms.gov
To: whitney.stevenson@email.test
Subject: Password Change Notification

This is to inform you the password on your account whitneysteve was recently reset. If you did not reset your password, please contact the External User Services (EUS) Help Desk immediately.

8. On the I&A logon page the user will enter his/her user ID and newly reset password and click the **Sign In** button.

The screenshot shows the 'Identity & Access Management System' login page. At the top is the CMS logo and the text 'Centers for Medicare & Medicaid Services'. Below this is a header bar with 'Identity & Access Management System' and a 'Help' link. A message states: 'Authorized users are able to sign in to the Identity & Access Management System. If you are a new user you must first [register](#).' The main content area is divided into two columns. The left column, titled 'Sign In', contains a legend: '* indicates required field(s)'. It has two required fields: '* User ID:' and '* Password:', each with a text input box. Below these is a 'Sign In' button with a right-pointing arrow. Under the button are three links: '? [Forgot Password](#)', '? [Retrieve Forgotten User ID](#)', and '? [Enter your PIN](#)'. The right column, titled 'One account to access multiple systems', contains text: 'Create one account with the Identity & Access Management System to manage access to NPES, PECOS, and EHR incentive programs, manage staff, and authorize others to access your information.' followed by a 'Create Account Now' button with a right-pointing arrow. Below this text are three system logos with descriptions: 1. PECOS (with an American flag icon): 'Use this system to register for Medicare or update your current enrollment information.' 2. EHR INCENTIVE PROGRAM (with a green 'eHR' logo): 'Register to receive EHR incentive payments for eligible professionals and hospitals that adopt, implement and upgrade or demonstrate meaningful use with certified EHR technology.' 3. NPES (with a blue grid icon): 'Use this system to apply for and manage National Provider Identifiers (NPIs).' At the bottom of the page is a light blue box containing two PDF links: 'Quick Reference Guide' (Overview of features and tools to manage your account.) and 'Frequently Asked Questions' (Answers to common questions about registration, who should register, and how to manage your account.). Each link is accompanied by a PDF icon.

Sign In

* indicates required field(s)

* **User ID:**

* **Password:**

Sign In

? [Forgot Password](#)

? [Retrieve Forgotten User ID](#)

? [Enter your PIN](#)

One account to access multiple systems

Create one account with the Identity & Access Management System to manage access to NPES, PECOS, and EHR incentive programs, manage staff, and authorize others to access your information. **Create Account Now**

PECOS Use this system to register for Medicare or update your current enrollment information.

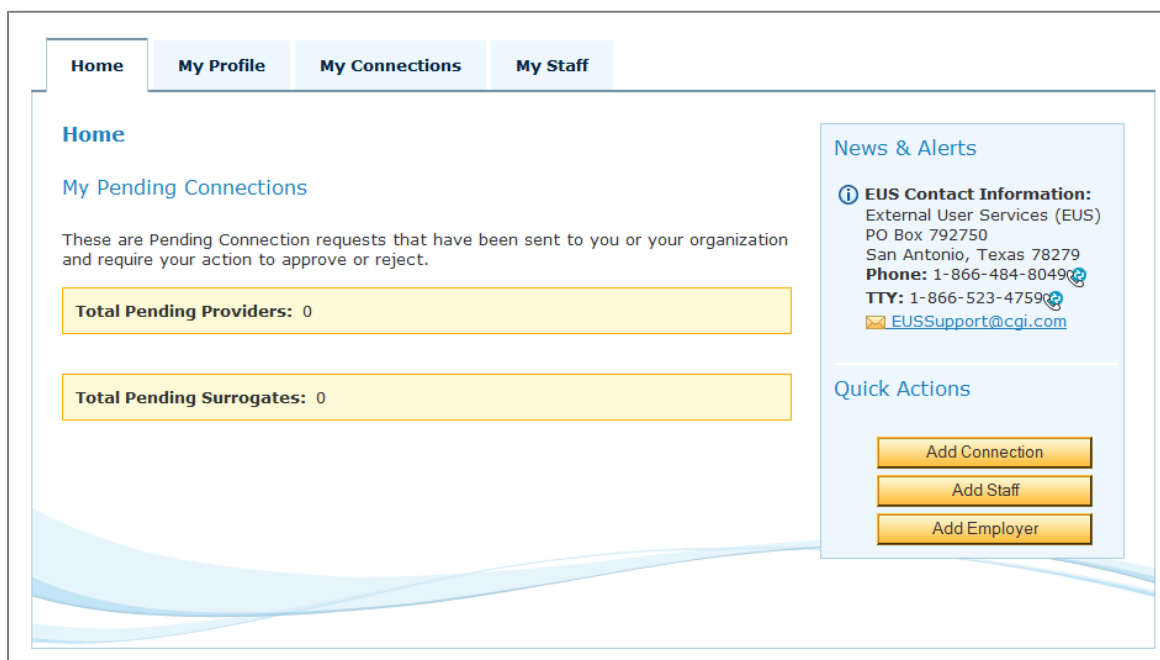
EHR INCENTIVE PROGRAM Register to receive EHR incentive payments for eligible professionals and hospitals that adopt, implement and upgrade or demonstrate meaningful use with certified EHR technology.

NPES Use this system to apply for and manage National Provider Identifiers (NPIs).

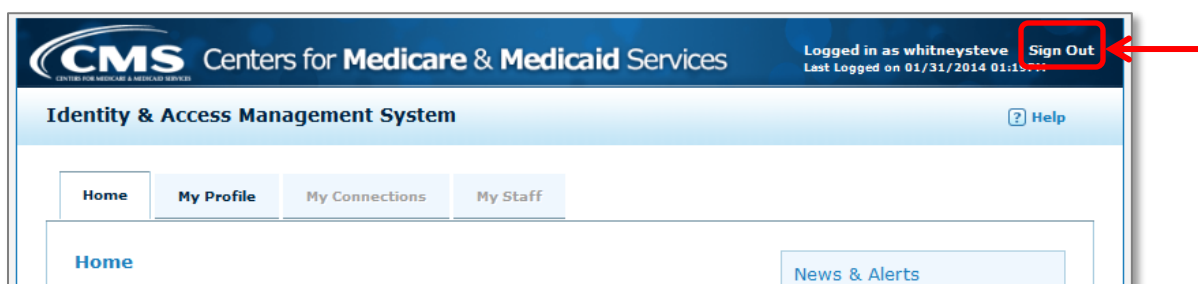
Quick Reference Guide
Overview of features and tools to manage your account.

Frequently Asked Questions
Answers to common questions about registration, who should register, and how to manage your account.

9. Since this user has previously logged in to their I&A account he/she will be taken directly to their I&A Home page.



10. Once the user is finished in his/her I&A account the user can logout using the Sign Out hyperlink in the top right hand corner of the screen.



11. The user can now take their user ID and newly reset password and login to PECOS and/or EHR.

How to Reset a Forgotten Password For a User Who Has Not Completed His/Her User Information Security Check when logging into PECOS

1. From the PECOS logon page the user selects **Forgot Password?** Hyperlink. The user is then redirected to the I&A Reset Forgotten Password - User ID page.

IMPORTANT:

NPPES data is updated to PECOS periodically throughout the day. If you have recently created your NPPES User ID and Password, or changed any data, please allow couple of hours to one day for your login changes to take effect.

PECOS supports the Medicare Provider and Supplier enrollment process by allowing registered users to securely and electronically submit and manage Medicare enrollment information.

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USER LOGIN

You may use your NPPES or PECOS username and password to login.

* User ID

* Password

[LOGIN](#)

[Forgot Password?](#)

[Forgot User ID?](#)

[Manage/Update User Profile](#)

BECOME A REGISTERED USER

You may register for a user account if you are: an Individual Practitioner, Authorized or Delegated Official for a Provider or Supplier Organization, or an individual who works on behalf of Providers or Suppliers.

[Register for a user account](#)

[Questions? Learn more about registering for an account](#)

Note: If you are a Medical Provider or Supplier, you must [register for an NPI](#) before enrolling with Medicare.

2. On the Reset Forgotten Password - User ID page, the user enters his/her user ID and clicks the **Continue** button.

Reset Forgotten Password - User ID

* indicates required field(s)

* **User ID:**

[? Retrieve Forgotten User ID](#)

Continue

3. On the Reset Forgotten Password - Challenge Information page, the user attempts to enter his/her *Security Questions* and clicks the **Continue** button.

Reset Forgotten Password - Challenge Information

[« Back to Previous Page](#)

Note: To reset your password you will need to successfully complete one of the following two options:

1. Correctly answer three Security Questions associated with your account.
2. Enter the User Information associated with your account.

If you choose Option 1, and are unable to correctly answer three of the Security Questions associated with your account, you will be required to complete Option 2 and correctly enter the User Information associated with your account before being allowed to reset your password.

* indicates required field(s)

Security Questions

***Security Question 1:**
What was the name of your first pet?

***Security Question 2:**
Who taught the class you remember most from school?

***Security Question 3:**
What is your favorite season of the year?

Continue

OR User Information

*** Social Security Number (Enter Last 4 Digits):**

*** Date of Birth:**
Ex: (MM/DD/YYYY)

*** First Name:**

*** Last Name:**

*** Personal Phone Number:**

*** Home ZIP/ Postal Code:**

Continue

4. In this example, the user incorrectly answers the *Security Questions* and receives an error message stating “One or more Answers are incorrect. The security questions may have changed. Please input the correct answers. You will be required to enter the User Information associated with the account after 3 incorrect attempts.” The user attempts to enter his/her *Security Questions* and clicks the **Continue** button.

i One or more Answers are incorrect. The security questions may have changed. Please enter the correct answers. You will be required to enter the User Information associated with the account after 3 incorrect attempts.

* indicates required field(s)

Security Questions

***Security Question 1:**
What year did you graduate from high school?

***Security Question 2:**
What is your favorite movie?

***Security Question 3:**
What is your father's middle name?

Continue ▶

OR User Information

*** Social Security Number (Enter Last 4 Digits):**

*** Date of Birth:**
Ex: (MM/DD/YYYY)

*** First Name:**

*** Last Name:**

*** Personal Phone Number:**

*** Home ZIP/ Postal Code:**

Continue ▶

- The user attempts to correctly answer the *Security Questions* two additional times and after the third attempt when the user clicks the **Continue** button the user receives an error message stating “You have incorrectly answered your security questions three times. Your account has been locked. Please enter the User Information associated with your account to unlock the account and reset your password. After three unsuccessful attempts to correctly enter your User Information you will be required to contact EUS to unlock your account.”

Note: **Continue** button under the *Security Questions* heading is disabled and the user is forced to complete the *User Information* fields.

The user enters the personal information collected in the *User Information* fields and clicks the **Continue** button.

! You have incorrectly answered your security questions three times. Your account has been locked. Please enter the User Information associated with your account to unlock the account and reset your password. After three unsuccessful attempts to correctly enter your User Information you will be required to contact EUS to unlock your account.

* indicates required field(s)

Security Questions

***Security Question 1:**
What size shoe do you wear?

***Security Question 2:**
What is your favorite movie?

***Security Question 3:**
What is your father's middle name?

OR User Information

*** Social Security Number (Enter Last 4 Digits):**

*** Date of Birth:**
Ex: (MM/DD/YYYY)

*** First Name:**

*** Last Name:**

*** Personal Phone Number:**

*** Home ZIP/ Postal Code:**

- On the Reset Password page, the user is prompted to enter a new password and click the **Reset** button.

Reset Password [« Back to Previous Page](#)

* indicates required field(s)

Please enter a new password, and the new password again for verification:

*** New Password:**

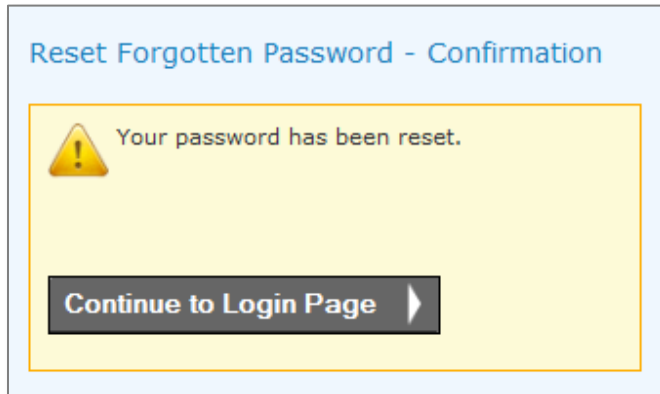
*** Retype New Password:**

Note:

- Passwords may only be changed once every 24 hours.
- Must be 8-12 alphanumeric characters.
- Must contain at least one letter and one number.
- Must not start with a number.
- Must be different from the previous 6 passwords.

[Cancel](#)

7. Once the user clicks the **Reset** button on the [Reset Password](#) page the user is taken to the [Reset Forgotten Password - Confirmation](#) page. The user will click the **Continue to Login Page** button access the I&A logon screen.



Note: The user will also receive an e-mail notification confirming that the password on the user's account has been changed. See an example e-mail below

From: donotreply@cms.gov
To: NOT-CONVERTED-TESTUSER
Subject: Password Change Notification

This is to inform you the password on your account TESTUSER was recently reset. If you did not reset your password, please contact the External User Services (EUS) Help Desk immediately.

8. On the I&A logon page the user will enter his/her user ID and newly reset password and click the **Sign In** button.

CMS Centers for **Medicare & Medicaid** Services
CENTERS FOR MEDICARE & MEDICAID SERVICES

Identity & Access Management System [Help](#)

Authorized users are able to sign in to the Identity & Access Management System. If you are a new user you must first [register](#).

Sign In

* indicates required field(s)

* **User ID:**

* **Password:**

Sign In

[Forgot Password](#)

[Retrieve Forgotten User ID](#)

[Enter your PIN](#)

One account to access multiple systems

Create one account with the Identity & Access Management System to manage access to NPPEs, PECOS, and EHR incentive programs, manage staff, and authorize others to access your information. **Create Account Now**

PECOS

Use this system to register for Medicare or update your current enrollment information.

EHR
INCENTIVE PROGRAM

Register to receive EHR incentive payments for eligible professionals and hospitals that adopt, implement and upgrade or demonstrate meaningful use with certified EHR technology.

NPPES
National Plan & Provider Enumeration System

Use this system to apply for and manage National Provider Identifiers (NPIs).

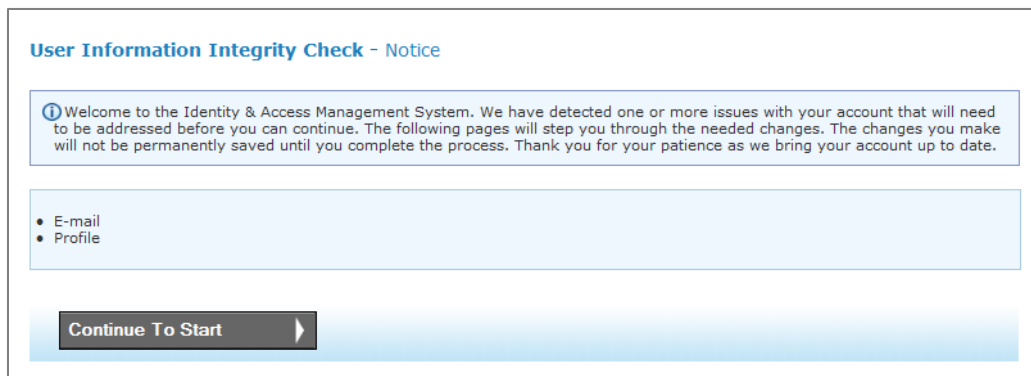
9. Before the user is able to access his/her I&A Home page the user must complete the User Information Integrity Check. On User Information Integrity Check - Notice page, the user will click the **Continue to Start** button to continue.

Note: In this example, this is the first time the user has logged into his/her I&A account so the user has not completed the User Information Integrity Check. If the user has previously logged in

12/16/2016

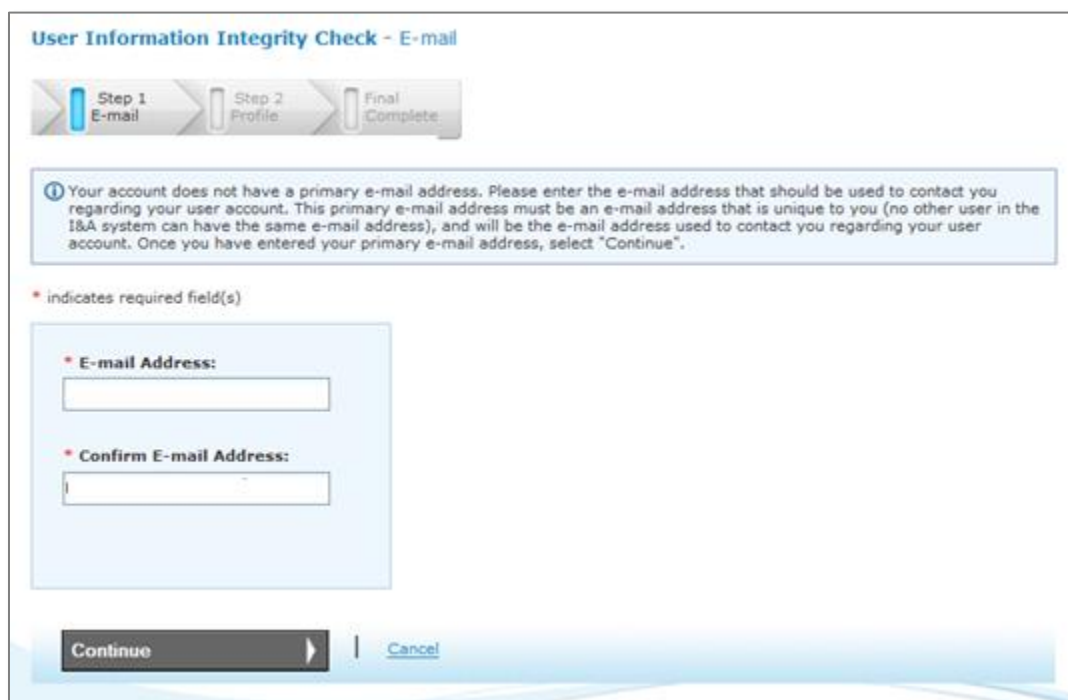
65

to his/her I&A account the user will be taken directly to their Home page.



The screenshot shows a web page titled "User Information Integrity Check - Notice". It contains a blue box with an information icon and text: "Welcome to the Identity & Access Management System. We have detected one or more issues with your account that will need to be addressed before you can continue. The following pages will step you through the needed changes. The changes you make will not be permanently saved until you complete the process. Thank you for your patience as we bring your account up to date." Below this is a list of items: "E-mail" and "Profile". At the bottom is a dark button labeled "Continue To Start" with a right-pointing arrow.

10. On the User Information Integrity Check - E-mail page the user must enter a unique e-mail address. After the user enters their e-mail address the user will click the **Continue** button.



The screenshot shows a web page titled "User Information Integrity Check - E-mail". At the top is a progress bar with three steps: "Step 1 E-mail" (active), "Step 2 Profile", and "Final Complete". Below the progress bar is a blue box with an information icon and text: "Your account does not have a primary e-mail address. Please enter the e-mail address that should be used to contact you regarding your user account. This primary e-mail address must be an e-mail address that is unique to you (no other user in the I&A system can have the same e-mail address), and will be the e-mail address used to contact you regarding your user account. Once you have entered your primary e-mail address, select 'Continue'." Below this is a legend: "* indicates required field(s)". There are two input fields: "E-mail Address:" and "Confirm E-mail Address:". At the bottom is a dark button labeled "Continue" with a right-pointing arrow, and a blue link labeled "Cancel".

11. On the User Information Integrity Check - Profile page the user must complete all required fields. Once completed, the user will click the **Continue** button. Note that if the user is an Individual Provider with an Active Type 1 NPI, the user will not be able to modify the information on the left side of the screen because it is on the user's NPI. If the information on the left side needs to be modified, the user should complete this process and then login to NPPES to correct the information on his/her NPI. The information will then be updated in I&A automatically.

Step 1
E-mail

Step 2
Profile

Final
Complete

ⓘ Your Profile is not complete. Please fill all the required fields.

Please provide the details below. They will be used to verify your identity.

* Indicates required field(s)

* First Name:

Middle Name:

* Last Name:

Suffix:

* Date of Birth: (MM/DD/YYYY)

* SSN:

Primary E-mail Address:
DFG@e-mail.test

* Business Phone Number:

Fax Number:

* Personal Phone Number:

* Home Address Line 1:

Home Address Line 2:

* City:

* Country:

United States

* State/ Province/ Territory:

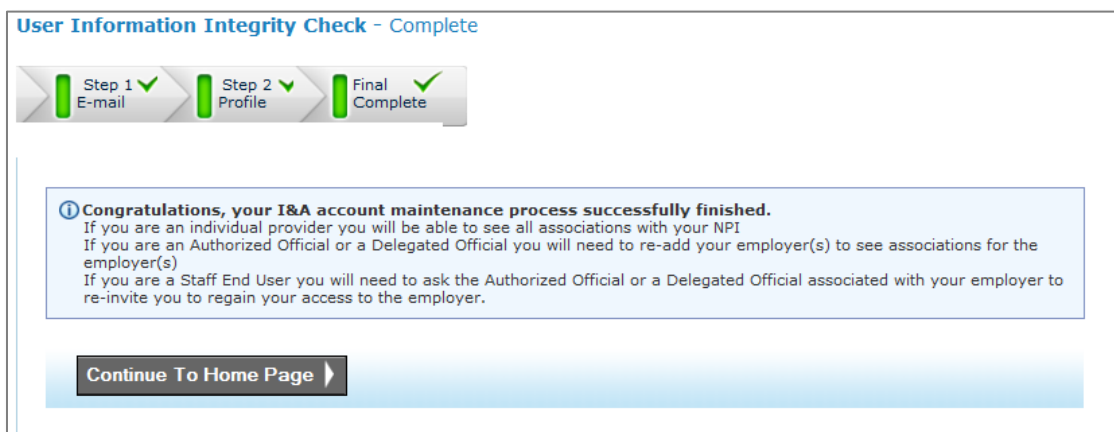
SE - Select One

* Postal/ZIP Code:

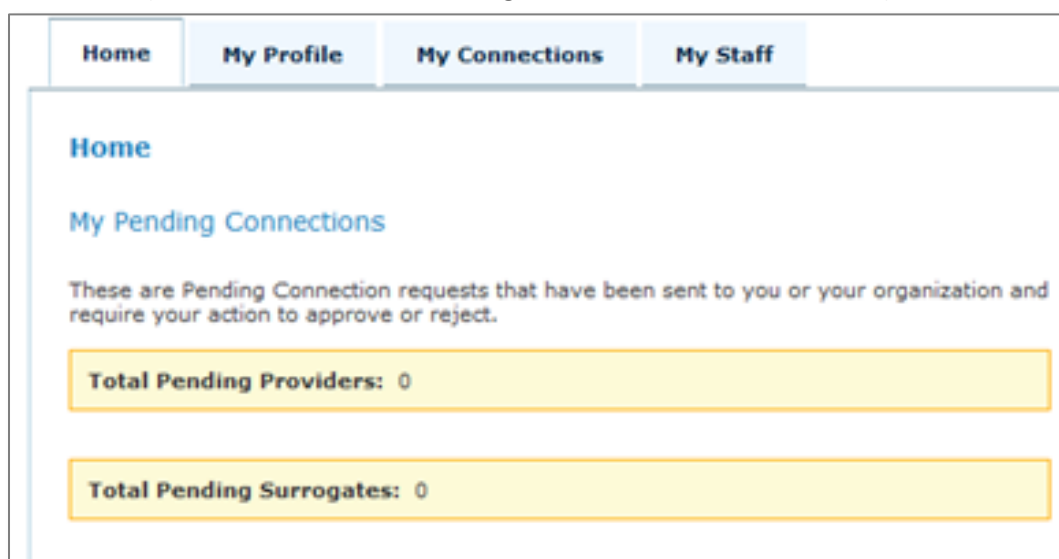
Continue

Cancel

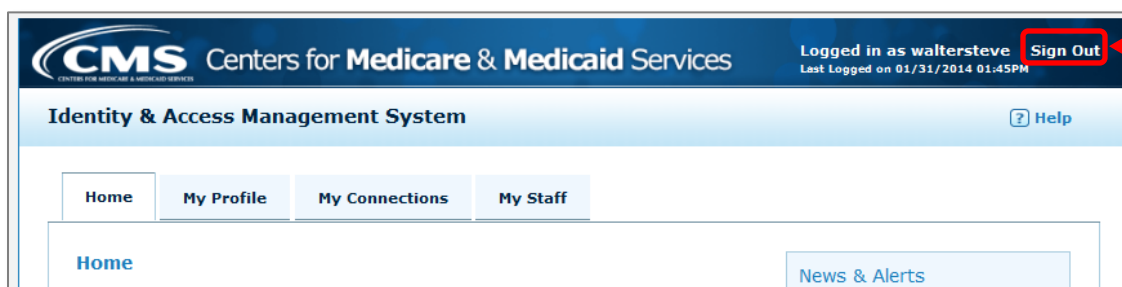
12. After the user completes Step 1 - E-mail and Step 2 - Profile, the user is taken to Final Complete. On the User Information Integrity Check - Complete page the user will click the **Continue to home Page** button to access their **Home** tab.



13. From the user's **Home** tab they can see if there are any Pending Provider or Surrogate requests. The user will also be able to navigate to other tabs available to them depending on the role of their account (i.e., Authorized Official, Delegated Official, or Staff End User).



14. Once the user is finished in his/her I&A account the user can logout using the Sign Out hyperlink in the top right hand corner of the screen.



15. The user can now take their user ID and newly reset password and login to PECOS and/or EHR.

Examples - Common Connection/Surrogate Scenarios

Example #1: Individual Provider approves Group Practice to manage their PECOS information



John Smith (Individual Provider) is part of a group practice Health Group Inc. (Organizational Provider). Brian Johnson is the Authorized Official for Health Group Inc. Tom and Alex (Staff) are both credentialing specialists that work for Health Group Inc. John has made business arrangements with Health Group Inc. to manage his enrollment information within PECOS and update information in EHR.

Assumption: Health Group Inc. is already found in I&A and already has an NPI. Brian, Tom, and Alex are already established with their respective roles in I&A. John already has an NPI.

Brian Johnson (AO for Health Group Inc.):

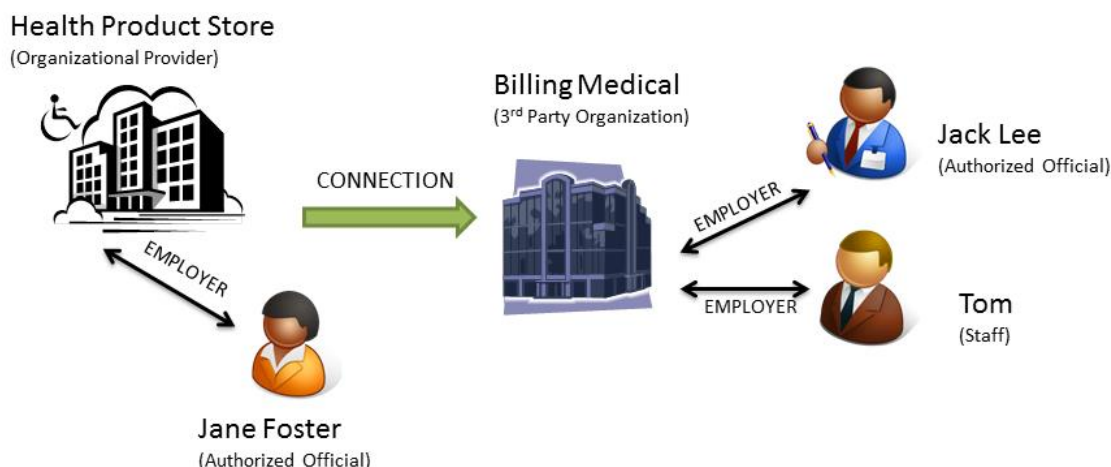
1. Logs in to I&A;
2. Goes to My Connections, and clicks Find Provider, under Health Group Inc.;
3. Searches for John Smith by his NPI;
4. Selects him and then the PECOS, and EHR business functions; and
5. Confirms the connection request.

John Smith (Individual Provider):

6. John Smith receives notification of the requested connection.
7. Logs in to I&A;
8. Sees the pending request from the group to add him on both the Home page and in the list of connections on the My Connections page;
9. John approves the request;
10. John receives notification of approved connection request;
11. Health Group Inc. receives notification of approved connection request.

These steps establish the connection (surrogacy relationship) between John Smith and Health Group Inc. - which allows any member of Health Group Inc.'s staff (i.e., Brian, Tom, or Alex) to access information for John Smith. If Health Group Inc. had established a Delegated Official they could also initiate the connection request.

Example #2: Organizational Provider hires 3rd Party Organization to manage PECOS information.



Health Product Store (Organizational Provider) has made business arrangements with a 3rd party consulting company, Billing Medical (3rd Party Organization) to manage their enrollment information in PECOS. Jane Foster is the Authorized Official of Health Product Store, Jack Lee is the Authorized Official of Billing Medical, and Tom (Staff) is a credentialing specialist that works for Billing Medical.

Assumption: Health Product Store already has an NPI, Billing Medical is already established in I&A, and Jane, Jack, and John are setup with their respective roles.

Jack Lee (Authorized Official of Billing Medical):

1. Logs in to I&A;
2. Goes to My Connections, and clicks Find Provider, under Billing Medical.;
3. Searches for Health Product Store by its NPI;
4. Selects Health Product Store and then the PECOS business function; and
5. Confirms the connection request.

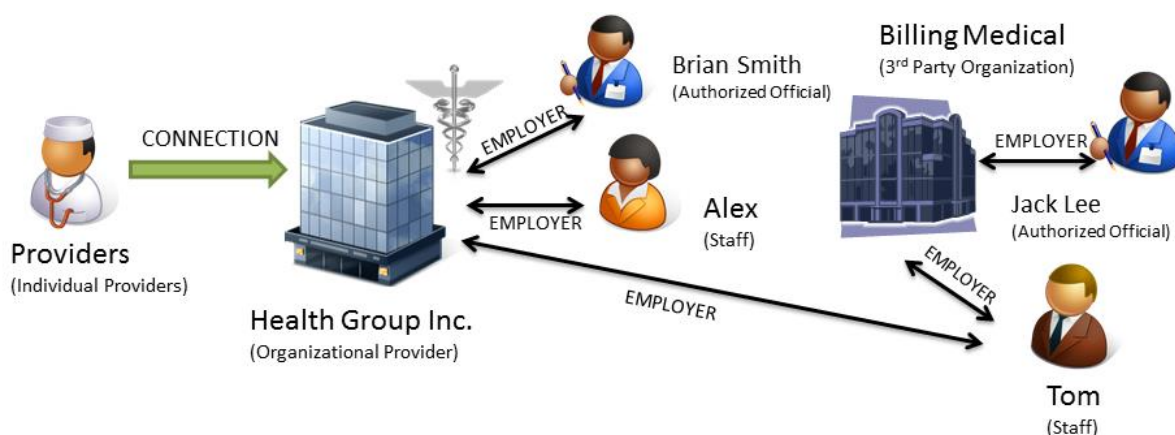
Jane Foster (Authorized Official of Health Product Store):

6. Health Product Store Authorized Official receives notification of the requested connection.
7. Logs in to I&A;
8. Sees the pending request on both the Home page and in the list of connections on the My Connections page;
9. Jane approves the request;
10. Jane receives notification of approved connection request;
11. Billing Medical receives notification of approved connection request.

These steps establish the connection (surrogacy relationship) between Health Product Store and Billing Medical - which allows any member of Billing Medical's Staff to access information for Health Product Store. If Billing Medical had established a Delegated Official they could also initiate the connection request.

Example #3: Group Practice hires 3rd Party Organization to manage PECOS and EHR information

Group Practice hires 3rd Party Consulting Organization to manage PECOS and EHR information for itself, AND all the Individual Providers who have already connected to it.



Health Group Inc. (Organizational Provider) has made business arrangements with a 3rd party consulting company, Billing Medical (3rd Party Organization) to manage their enrollment information in PECOS, and the enrollment information for all their Individual Providers who have previously connected to Health Group Inc. Brian Smith is the Authorized Official for Health Group and Alex (Staff) is the office manager. Jack Lee is the Authorized Official for Billing Medical, and Tom (Staff) is already a member of the Staff on Billing Medical, and will be the only person working on information for Health Group or any of its Providers.

Assumption: Health Group Inc. already has an NPI, Billing Medical is already established in I&A, and both Brian and Tom are setup with their respective role, Individual Providers have established connections with Health Group Inc.

Brian (Authorized Official):

1. Logs in to I&A;
2. Goes to My Staff, and clicks Add Staff;
3. Enters Tom's name and e-mail address;
4. Submits the request.

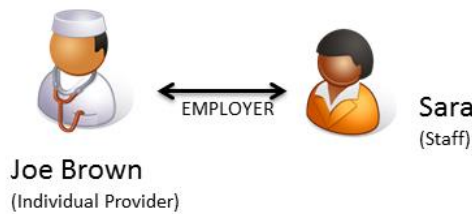
Tom (Staff of 3rd Party Organization):

5. Receives an e-mail requesting that he register as a staff for Health Group Inc.;
6. Selects the link from the e-mail;
7. Enters his e-mail address and the PIN provided in the e-mail;
8. Since Tom is already a registered user in I&A he log's in and finalizes the registration.
9. Upon successful registration Tom will now see he is a Staff member for Health Group Inc.

These steps establish the connection (surrogacy relationship) between Health Group Inc. and Billing Medical via Tom, a member of Billing Medical's staff. Tom from Billing Medical can now access information for Health Group Inc., AND all of the Individual Providers who have previously approved connections between themselves and Health Group Inc.

IMPORTANT NOTE: If Health Group Inc. creates a CONNECTION to Billing Medical rather than making an individual of Billing Medical's Staff a member of their staff, Billing Medical's Staff would only have access to the PECOS information for Health Group Inc., NOT any of the Individual Providers who previously authorized Health Group Inc. to work on their behalf.

Example #4: Individual Provider adds Office Manager to Update PECOS records.



Joe Brown (Individual Provider) has a private practice JB Medical Clinic. Sarah Douglas is Joe Brown's office manager and will be managing his enrollment information within PECOS and update information in EHR.

Assumption: Joe Brown already has an NPI and is already established in I&A.

Joe Brown (Individual Provider):

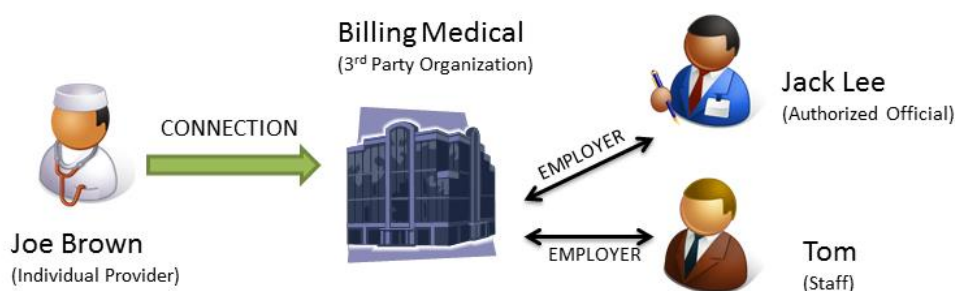
1. Logs in to I&A;
2. Goes to My Staff, and clicks Add Staff;
3. Enters Sarah's name and e-mail address;
4. Selects Sarah's employer (Joe) and Role - Staff End User and then the PECOS/EHR business function; and
5. Submits the request.

Sarah Douglas (Staff - Office Manager):

6. Sarah receives an e-mail requesting that she register as a staff end user for Joe;
7. Sarah selects the link from the e-mail;
8. Enters her e-mail address and PIN provided in the e-mail;
9. Since Sarah is not currently a registered user in I&A she will select Continue to Registration;
10. Sarah follows the screens through the Registration process.
11. Once registration is successful Sarah will see on her **My Profile** tab that she now a Staff End User for Joe Brown

These steps establish the employment relationship between Joe Brown and Sarah Douglas. Sarah Douglas. As a member of Joe Brown's Staff she can now act as a surrogate for Joe Brown.

Example #5: Individual Provider Hires 3rd Party Organization to Update PECOS records.



Joe Brown (Individual Provider) has a private practice JB Medical Clinic, and has made a business arrangements with a 3rd party consulting company, Billing Medical (3rd Party Organization) to manage his enrollment information in PECOS and EHR. Jack Lee is the Authorized Official of Billing Medical.

Assumption: Billing Medical is already established in I&A, and Jack is already setup as the AO. Joe Brown already has an NPI and is already established in I&A.

Jack Lee (AO for Billing Medical):

1. Logs in to I&A;
2. Goes to My Connections, and clicks Find Provider, under Billing Medical.;
3. Searches for Joe Brown by his NPI;
4. Selects him and then the PECOS, and EHR business functions; and
5. Confirms the connection request.

Joe Brown (Individual Provider):

6. Joe Brown receives notification of the requested connection.
7. Logs in to I&A;
8. Sees the pending request on both the Home page and in the list of connections on the My Connections page;
9. John approves the request;
10. Billing Medical receives notification of approved connection request

These steps establish the connection (surrogacy relationship) between Joe Brown and Billing Medical - which allows any member of Billing Medical's staff to access information for Joe Brown. If Billing Medical had established a Delegated Official they could also initiate the connection request.

Appendix A - Acronyms, Key Terms, and Definitions

Acronym	Description
AO	Authorized Official
DO	Delegated Official
EHR RNA	Electronic Health Records Registration & Attestation System
EUS	External User Services
HITECH	Health Information Technology for Economic and Clinical Health Act
I&A	Identity & Access system
IP	Individual Provider
NPI	National Provider Identifier
NPPES	National Plan & Provider Enumeration System
PECOS	Provider Enrollment, Chain and Ownership System
Staff End User (SEU)	Staff user who is allowed to work for an EIN/organization but does not have the authority to perform AO and DO tasks. Staff End Users only have access to those EINs, Individual Providers, and Business Functions granted to them by an AO or DO.
Status - Account/Profile	<p>Account/Profile Status - Status of the user's account/profile. This is not the same as the user's status with his employer(s).</p> <ul style="list-style-type: none"> ◆ Active - user successfully ID-proofed and can see his Home page and profile information (what he sees for the employer info is dependent on the status the user has with his employer(s)) ◆ Deactivated - deactivated by EUS (User must have their account Reactivated by EUS) ◆ Disabled - account has been "disabled" due to inactivity > X days but < Y days. (The user must reset their password.) ◆ Archived - account/profile has been archived due to inactivity > Y days. (The user must create a new account/profile.)
Status - Connection	<p>Connection Status - Status of the a connection between two entities (provider + surrogate)</p> <ul style="list-style-type: none"> ◆ Approved - Connection has been approved ◆ Pending - Connection request has been submitted but it has not yet been acted on ◆ Disabled - Previously approved connection has been disabled ◆ Rejected - Connection request was rejected and was never approved OR was not acted on within 30 days of its initiation ◆ Deactivated - Last Provider NPI associated with connection has been deactivated ◆ Cancelled - Connection was cancelled by the initiator before being acted on by the recipient
Status - E-mail	<p>E-mail Status - status of an e-mail address</p> <ul style="list-style-type: none"> ◆ Validated - e-mail address has been validated ◆ Pending Validation - e-mail address has been submitted for validation but user has not yet responded to the validation request ◆ Not Validated - e-mail address has not been validated nor has it been submitted for validation

Acronym	Description
Status - Employer	<p>Employer Status - Status of the user with regards to employer(s). A user will have a status for each employer.</p> <ul style="list-style-type: none"> ◆ Approved - user has been approved for the employer ◆ Pending Approval - user has not yet been approved for the employer. This may occur in the following situations: <ul style="list-style-type: none"> • AO or DO awaiting vetting and approval by EUS for a new employer • DO awaiting approval by AO for a new employer • DO or Staff End User awaiting approval of a role change request ◆ Disassociated - user no longer has access to the employer ◆ Rejected - request for approval was rejected ◆ Archived - User's User ID has been archived
Status - Invitation	<p>Invitation Status - status of a staff invitation request issued by an AO/DO/IP to a new staff user</p> <ul style="list-style-type: none"> ◆ Registration Pending - an invitation has been issued but has not yet been responded to/acted on ◆ Registration Cancelled - a pending registration invitation was cancelled before the staff user responded to the invitation ◆ Expired - an invitation request that has been Pending Registration for more than 72 hours ◆ Accepted - invitation has been accepted by the user who received it
Status - PIN	<p>PIN Status - status of a PIN that has been issued following a request</p> <ul style="list-style-type: none"> ◆ Active - PIN is still active and can be used ◆ Expired - PIN has expired and can no longer be used. ◆ Used - PIN has been used and cannot be reused ◆ Cancelled - the action taken that resulted in the generation of the PIN was cancelled (e.g., when an AO/DO/IP cancels a staff user's invitation before that staff user registers.) ◆ Deactivated - a user attempted to use PIN but was not able to enter the correct e-mail address in three tries. The PIN has been deactivated and cannot be used.